

# Velocity Risk Mobile App FAQs

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## Who can download and use the Velocity Risk Underwriters (VRU) Mobile App?

Users who hold a valid and active Homeowners Policy with VRU can download and use the app for policy information and other useful features. Non-policyholders can also download and self-register for non-policy features, such as weather and hurricane checklists.

## Is it mandatory to self-register before I use the Mobile App?

Yes, self-registration is an important step to provide access to app's features. When homeowner policyholders of Velocity Risk register using their policy ID, several self-service features will be enabled, in addition to other useful resources. Users can self-register within the app.

## I have registered on the VRU website. Can I use same credentials to log into Velocity Risk Mobile App?

No, the Policy Administration System and Mobile App are on separate platforms. Policyholders must register using self-registration process with the exact policy number mentioned on the policy documents (For example: VUW-HO-123456).

## How do I register on the Velocity Risk Mobile App?

### Active policyholders:

1. On the Login page in the app, tap on the 'NEW USER SIGN-UP' link.
2. Enter details that match with the policy document such as First Name, Last Name, matching Policy Number and Zip Code details and click the "Continue" button.
3. On the 2<sup>nd</sup> screen, enter and confirm Email ID and password, then click "Register."
4. When you see "Almost Done!" click "OK" to access the main dashboard of the app and navigate through all its features.

### Non-Policyholders:

1. On the Login page in the app, tap on the 'NEW USER SIGN-UP' link.
2. At the bottom of the Policyholder Registration screen, select the 'TAP HERE TO SETUP NON-POLICYHOLDER ACCOUNT' button.
3. Enter user details: First Name, Last Name, Phone Number and select User Type from the dropdown; click "Continue."
4. Enter a valid Zip Code; the State should automatically populate. Enter Address and City on the 2<sup>nd</sup> screen; click "Continue."
5. On the 3<sup>rd</sup> screen enter and confirm Email ID and password; then click "Register."
6. When you see "Almost Done!" click "OK" to access the main dashboard of the app and navigate through all its features.

### **I have self-registered and created app credentials, but my fingerprint (or facial recognition) authentication is not working at Login.**

Before you can log in with your fingerprint or with facial recognition, you need to log in using the manual process and make sure "Enable App Access Security" in User Preferences is turned on. The next time you log in these biometric capabilities will work using your fingerprint or facial recognition.

### **I entered policy details on self-registration screen, but I see an error "Policy Not Found" OR "Invalid Details." What should I do?**

Policyholders must make sure they entered the details as per the Policy document on the self-registration screen. VRU App will successfully authenticate only the named insured on the policy. If you are not the primary insured, you will need to register with the primary insured name.

### **I entered valid policy details but am not able to self-register.**

Policyholders must make sure they enter the details as per the policy document on the self-registration screen, i.e., First Name, Last Name, Policy Number with proper format and Zip Code. Please check the information on the policy document and try again.

### **I have purchased/renewed a policy with VRU with a future effective date. Can I self-register before my policy's effective date?**

No, policyholders cannot register as a policyholder until after the effective date of the policy.

### **Do I need to self-register every time I renew or endorse my policy?**

No, policyholders can continue to use the app. Renewals and endorsements will be reflected on your policy when navigating to the 'Policy Information' screen of the app.

### **My policy has expired, am I still eligible to use Velocity Risk Mobile App without renewing my Policy.**

Yes, you can continue to use the app to take advantage of the resources made available in the app. The user will be treated as a non-policyholder.

### **How do I Reset Password?**

1. Select "Forgot User ID or Password" link on the Login screen of the app.
2. Enter the valid policy number or email ID to identify the user.
3. Click the "Confirm" button.
4. An email with a link to reset your password will be sent to the registered email.
5. Check your email inbox or spam folder for further instructions.

### **I have queries on my Policy, how do I contact Support?**

For all the queries related to policy service, contact the customer support team at (844) 878-7529 and select 1 for policyholders, then 3 for homeowner policies.

### **I created an account as a non-policyholder, and now I want to link it to my actual policy, how do I do that?**

If a user registers as a non-policyholder and later purchases a policy from VRU, the user can submit a ticket with policy details using "Report an Issue" feature on the login screen of the mobile app or under Settings Menu. The Support Team will verify the details and link the policy. The user will need to logout and login again to refresh the profile and see the changes.

### **I have a question that was not addressed in these FAQs. What should I do?**

If you need additional assistance to troubleshoot issues with the Velocity Mobile App, contact the customer support team at (844) 878-7529 and select 1 for policyholders, then 3 for homeowner policies.