Quick Estimate FAQ – Native Application

Contents

Phone/Device & Application Store

Q. How do I access the store to download the app?
A. You will receive an email and/or text invitation. Clicking/tapping the link in your invitation message takes you to the App Store or Google Play where you can download the app; if you follow this method, your login information (i.e. claim number and last name) auto-populates when you launch the app.

Note: You can also search for the app (CCC Mobile - Quick Estimate) in the App Store or on Google Play. If you download the app via this method, you must manually enter your claim number and last name on the login screen when you launch the app.

Q. The mobile app is compatible with what OS/devices?
A. The mobile app will support the following OS versions and devices:
- iOS 9+ and iPhone devices 4s through current device
- Android 4.1+

Q. Is there an Android version of the mobile app?
A. Yes. It is available from the Google Play Store.

Q. How much space does this app take? What do I do if there is not enough storage?
A. If there is not enough space on your device, please delete any existing and unnecessary apps. The app size is less than 100MB but might grow as we add new features.

Q. Is the mobile app available for my iPad?
A. The app is optimized for the screen size of different iPhones but is not available on the iPad.

Unsubscribe & Invitation Resend

Q. How can I unsubscribe?
A. To unsubscribe from text, please type **STOP** and send a text message. This will unsubscribe you from receiving further messages.

Q. When should I ask for a redo/resend pictures?
A. If the pictures are not clear or the desk appraiser contacts you and asks you to resubmit.

Claim and Policy

Q. What if I have more than one vehicle assigned to a Claim Number?
A. This workflow is not supported through the mobile app and this scenario should not occur.

Q. Can anyone with my Claim Number and Last Name access this application?
A. Please secure your confidential information. If you share your Claim Number and Last Name with someone, that person will be able to access the mobile app.

VIN (Vehicle Identification Number)

Q. What is a VIN? Where do I find it?
A. VIN is "vehicle identification number" and can be found in two locations in your car: driver side interior dash or driver side door jam.

Q. What is VIN Scan?

A. A VIN is Vehicle Identification Number. Scan the VIN or enter the VIN manually into the mobile app.

Q. I have entered my VIN information and I see two vehicles displayed, which one do I choose?
A. Try to choose your exact vehicle trim designation if you see multiple options. Generally, vehicle trim designations are labeled on the rear of your vehicle (example: Honda Civic LX, EX, EX-T, etc.). If you cannot find the trim designation on your vehicle, any choice can be made and will not impede the process.

Process

Q. How will I know when my information has been uploaded?
A. Once your photos are fully uploaded, you will see the dashboard (claim timeline). It will display when your photos were uploaded as well as the estimate once it becomes available.

Q. How many required photos do I submit?
A. You will be prompted to submit 9 photos: passenger side front, passenger side rear, driver side front, driver side rear, 3 damage photos, VIN, and odometer.

Q. What are the optional photos? Can I use photos that I have already taken?
A. We require 9 main photos be taken in the mobile app. Additional photos can be attached at your discretion.

Q. How many optional photos can I submit?
A. You can submit up to 10 optional photos. You can re-submit photos as many times as you would like.

Q. If my upload fails do I have to take the photos again?
A. No. If you are uploading photos and the upload gets interrupted, the upload will resume the next time you open the app. If you retake individual photos and the upload fails, we recommend you retake the photo(s) again.

Q. Do I have to do anything after I upload the information?
A. You will receive the estimate as soon as it has been locked by the desk. You can log back in to check your estimate.

Q. Can I do this using a website? Mobile Website?
A. No. This is not currently supported.

Q. How many characters can I enter in Damage Description?
A. You can enter up to 250 characters.

Q. How many days do I have before my login expires?
A. The session does not expire, there is no expiration for deeplink.

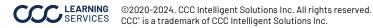**Q. When I resubmit my photos, do you have both the original and resubmitted?**
A. Yes. The desk appraiser has all the photos. You can view both your original submission details and any photos you resubmitted, along with the date stamp in the app.

Q. Can I retake specific photos, or do I have to retake all?
A. You can retake specific photos; you don't have to retake all. You can skip to the specific photos and retake just the photos you need.

Q. Can I delete photos?
A. No. You cannot delete photos.

Q. Can I go back and take more photos?
A. You can go back to a specific section and retake photos for that section.

Estimate & Claim Payment

Q. How will I know when the estimate is ready for review?
A. You will have to login to the mobile app. You will see the estimate amounts and estimate PDF available for download. There is currently no push notification, so just check back regularly. We are planning to implement push notifications soon.

Q. I open the estimate, but I can't see anything.
A. Use the Portal Claim Folder History to search for the claim to see if the estimate is uploaded, appearing there vs. a blank PDF. This will assist in determining if it is a Portal issue, app issue, or Amazon service issue.

Q. How do I print my estimate?
A. There is an icon to share the estimate, so you can email it to yourself and then print the PDF file.

Device Access & Permissions

Q. Will you access my camera for my images?
A. Yes. We access the camera and GPS location to use this mobile app.

Q. What is your Privacy Policy?
A. Please refer to the Privacy Policy in the mobile app.

Q. What if I disagree with device permissions? Can I turn the settings on later? How can I turn on the settings?
A. Yes, you can go to the settings and enable it. Then log back into the app.

Q. Are you sharing my data with external parties?
A. Please refer to the Privacy Policy in the mobile app.