

# First Look – Customer User Experience

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## Overview

The **First Look** mobile app allows customers to capture data and images as soon as the claim is created. **First Look** guides the customer through the entire process, from capturing photos to setting up an appraisal. This user guide reviews the customer user experience in the **First Look** app.

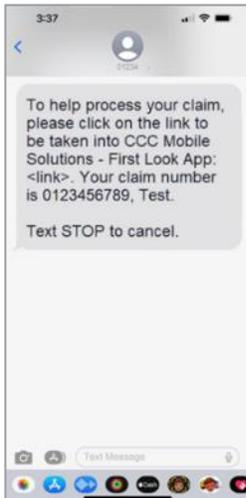
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## Invitation Received

The **First Look** invitation is sent as a text, email, or both.

**Note:** The invitation can be automated based on the rules set up by the carrier.

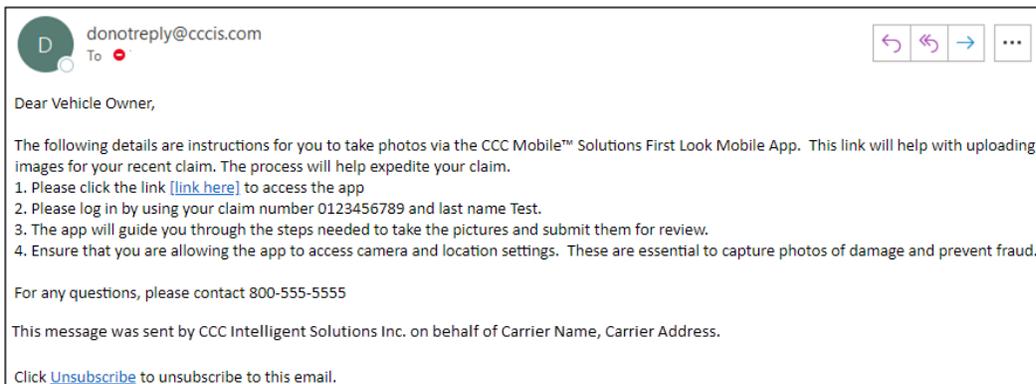
## Sample Text Invite



The customer receives a text or email that includes the link to the mobile app.

The customer the link to open the app and log in.

## Sample email Invite



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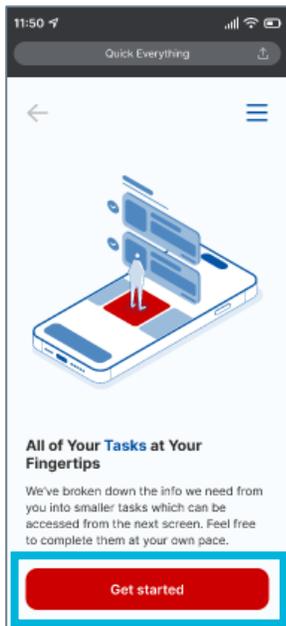
# First Look – Customer User Experience, Continued

## Invitation Received, continued

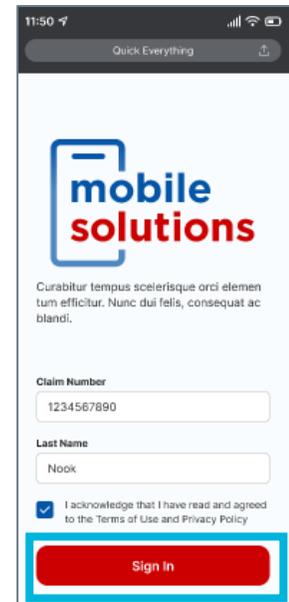
The mobile app experience opens.

**Note:** The screens the customer sees may vary based on carrier configuration.

The customer reviews and acknowledges the **Terms of Use** and **Privacy Policy** and selects the **Sign In** button to begin.

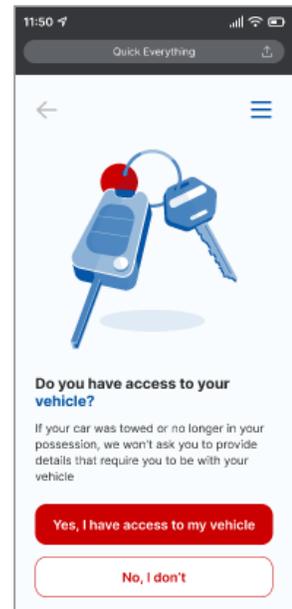


The Onboarding Screen displays an overview of claim process. The customer reviews and selects the **Get Started** button.



The customer is asked if they have access to their vehicle. If the customer is still with the vehicle, select **Yes, I have access to my vehicle** to continue to **Guided Photo Capture**.

**Note:** If your appraisal channel is Quick Estimate, the customer will not see this screen.



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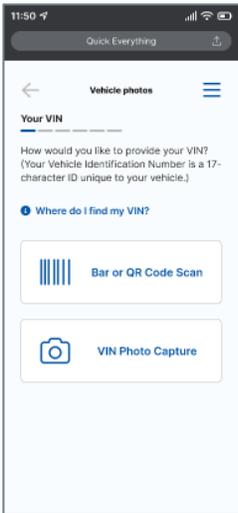
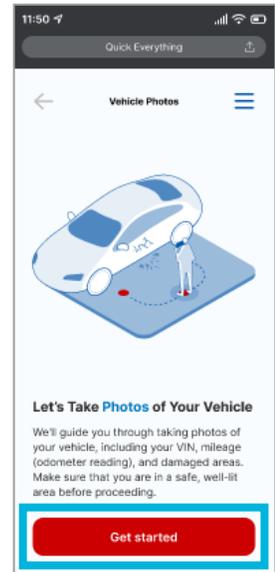
# First Look – Customer User Experience, Continued

## Guided Photo Capture

This section reviews how the customer captures and submits photos of the vehicle when they still have access to it and selects **Yes, I have access to my vehicle** in the app.

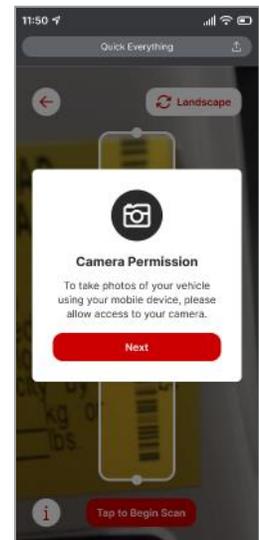
When the customer has provided the **trim** information and **odometer** reading, they are asked to take photos of their vehicle.

The customer selects the **Get Started** button to proceed.



The customer is asked how they would like to provide their **Vehicle Identification Number (VIN)**. If **Bar or QR Code Scan** is selected, the app opens the customer's camera and provides an outline for to fit the VIN bar or QR code. If **Manual Input** is selected, the client is prompted to enter the VIN using the phone's keyboard.

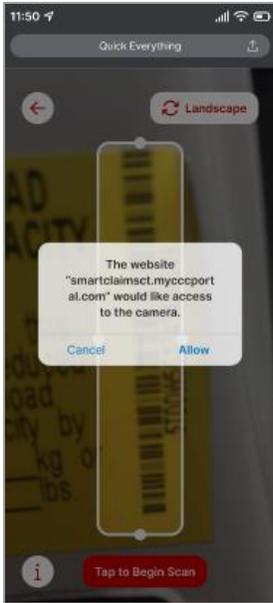
The **Camera Permission** screen opens. Select **Next** to continue.



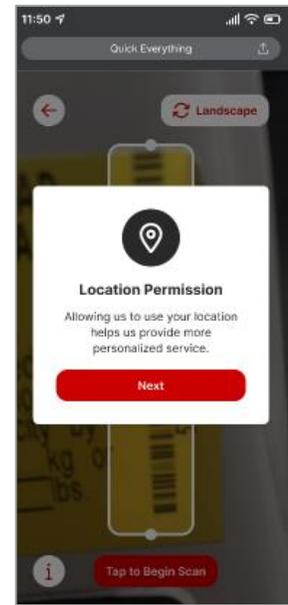
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# First Look – Customer User Experience, Continued

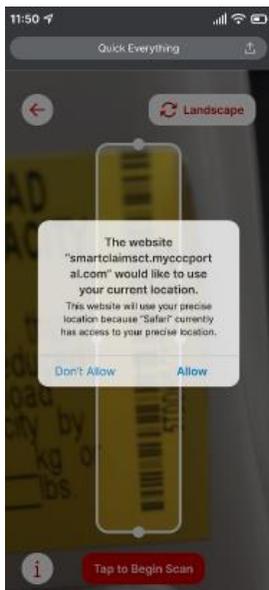
## Guided Photo Capture, continued



To allow the access to the camera, select **Allow**.



The **Location Permission** screen opens. Select **Next** to continue.



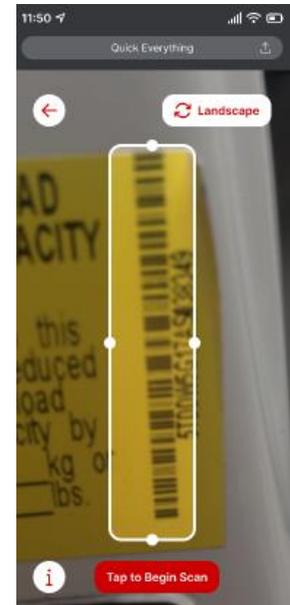
To allow the access to the camera, select **Allow**.

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## First Look – Customer User Experience, Continued

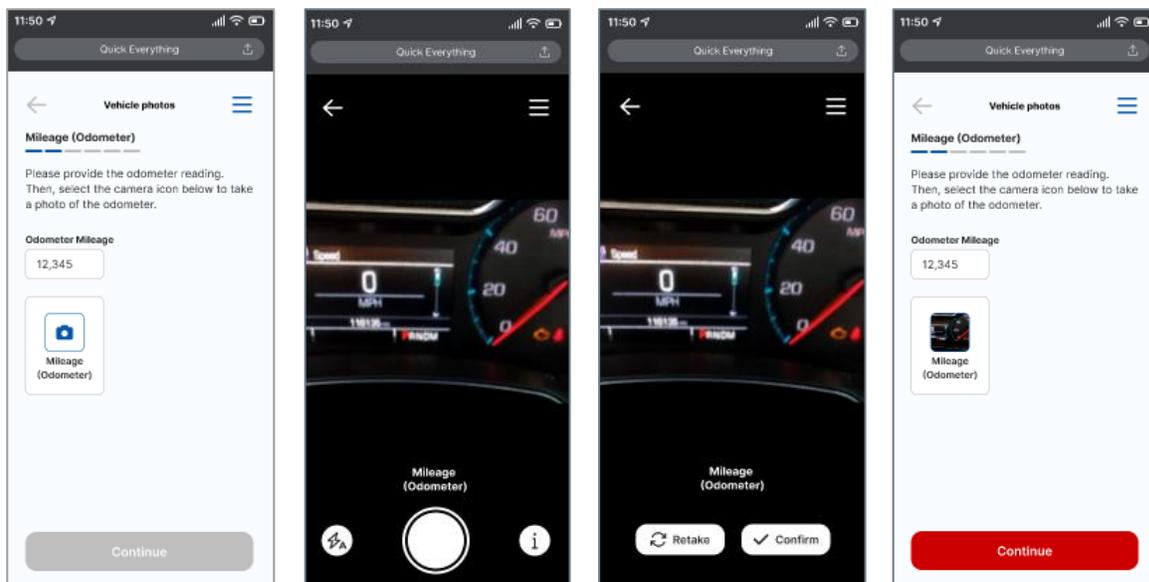
### Guided Photo Capture, continued

The camera can be positioned in **Landscape** mode if desired.



Next, the customer is asked to identify the **trim** of their vehicle and to enter the **odometer** mileage.

**Note:** A photo of the **odometer** reading can be submitted as well.



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# First Look – Customer User Experience, Continued

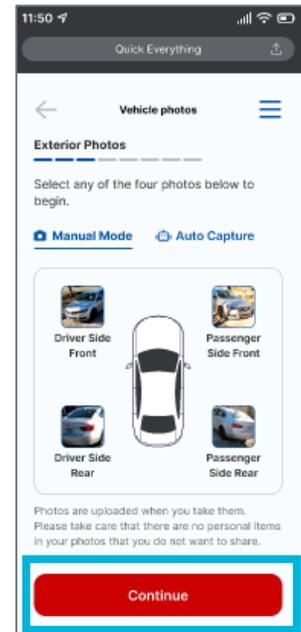
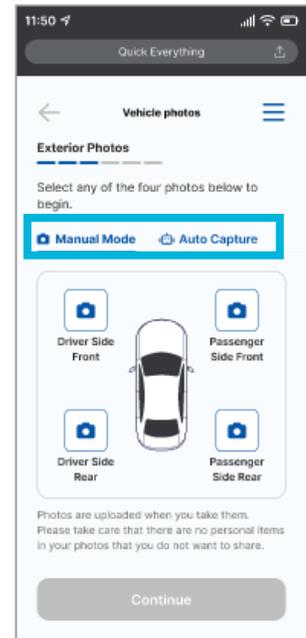
## Guided Photo Capture, continued

The customer is prompted to take exterior photos of the **Driver Side Front**, **Driver Side Rear**, **Passenger Side Front**, and **Passenger Side Rear** of the vehicle.

The customer can opt for **Manual Mode** or **Auto Capture** to complete this.



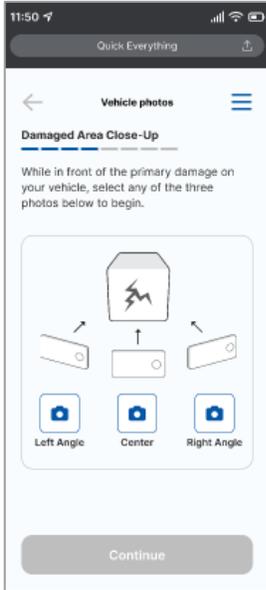
When all the photos have been captured, select **Continue**.



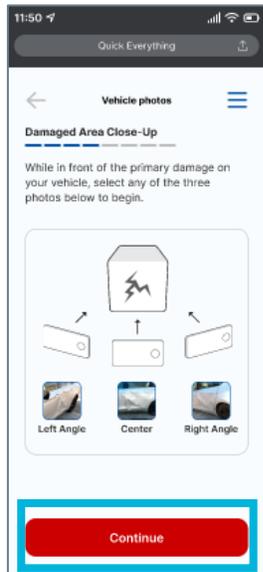
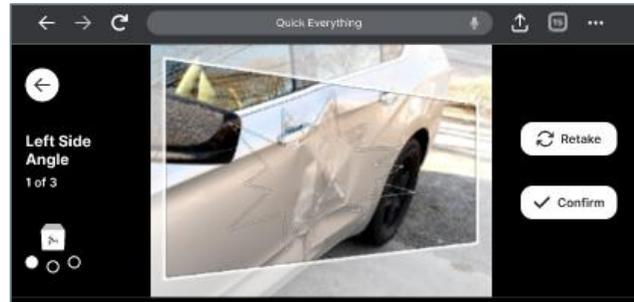
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# First Look – Customer User Experience, Continued

## Guided Photo Capture, continued



While in front of the **primary damage** on the vehicle, **select** any of the three photos to begin.

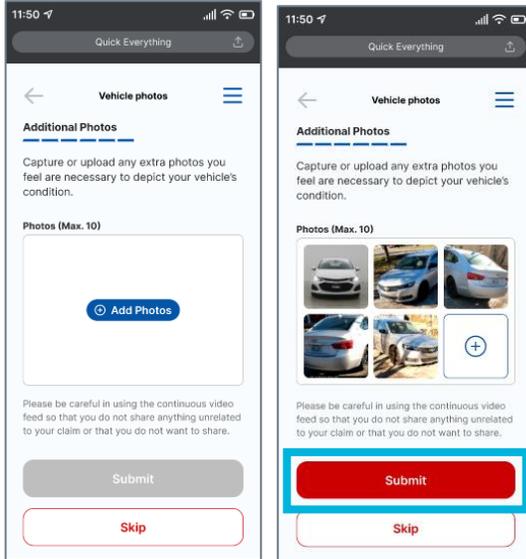


Once all the images have been uploaded, select **Continue**.

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# First Look – Customer User Experience, Continued

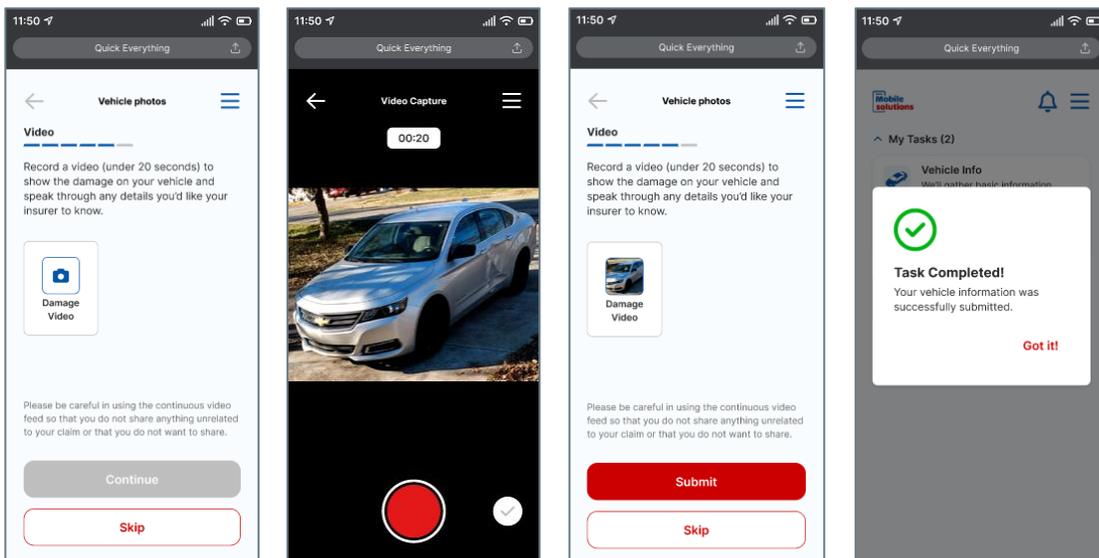
## Guided Photo Capture, continued



Capture or upload extra photos that may be necessary to depict the vehicles condition. Select **Submit** when finished.

After submitting the exterior photos, the customer is prompted to take **close-up** photos of the damaged area of their vehicle.

The customer also has the option to record a **20 second video** of the damage.



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# First Look – Customer User Experience, Continued

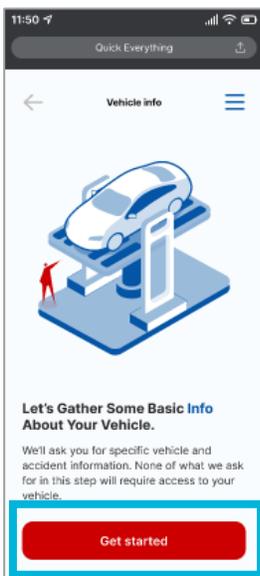
## Guided Photo Capture, continued

After the guided photo capture, the system displays the **Vehicle Info Module** if the information was not collected as part of the **First Notice of Loss (FNOL)** data. If the customer is eligible based on the carrier rules and information provided, the system displays the **Appraisal Options**.

## Vehicle Info

This section reviews the information captured in the **Vehicle Information Module**. This module only displays if the data is not captured in the FNOL data.

**Note:** Screens within the **Vehicle Information Module** are configurable based on carrier rules and preferences.



The **Vehicle Info Module** opens. This module requests specific vehicle and accident information from the customer.

The customer selects the **Get Started** button to proceed.



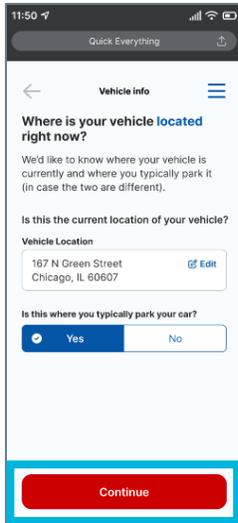
**Optional:** Carrier using STP can now add the additional Vehicle Model/Trim selection for accurate Estimate-STP processing.

After the Vin Decode, the user will select a vehicle **Model/Trim** from the available selection.

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# First Look – Customer User Experience, Continued

## Vehicle Info, continued

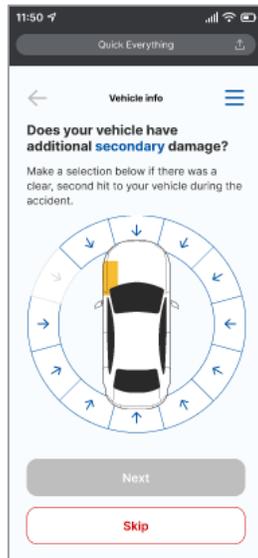
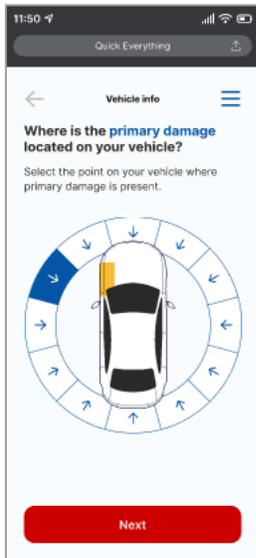


The user will have the ability to **edit/update** the Vehicle location address.

Select **Continue** when finished.

The customer is asked to select the point on their vehicle where **primary damage** is present.

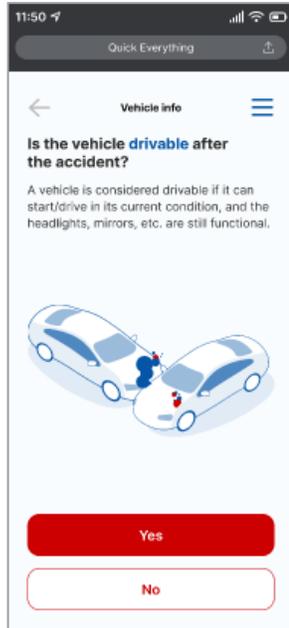
If there is **secondary damage**, the customer is also asked to select that point of impact.



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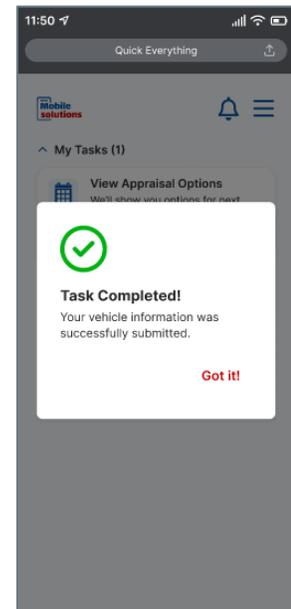
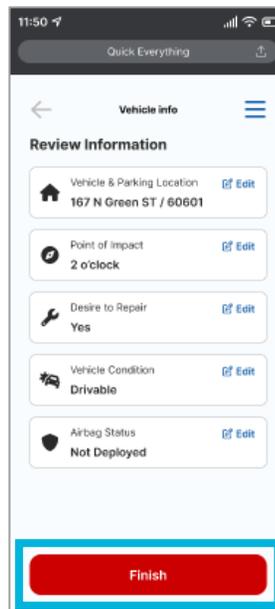
# First Look – Customer User Experience, Continued

## Vehicle Info, continued



The customer is asked if their vehicle is drivable and if the **airbags** deployed during the accident.

The customer reviews their **Vehicle Information** and selects **Finish**.



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# First Look – Customer User Experience, Continued

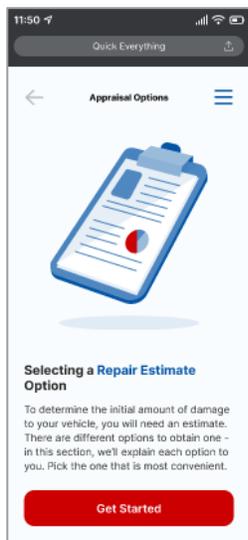
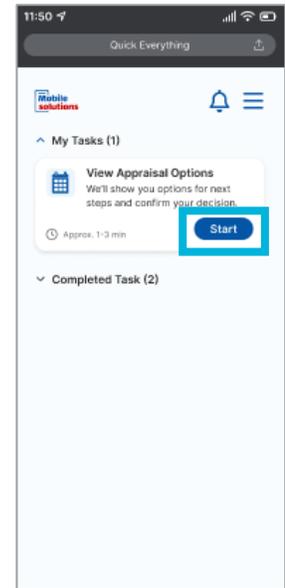
## Appraisal Options

This section reviews the **Appraisal Options** the customer is given in the app.

**Note:** This task will only populate for a customer if they do not currently have an outstanding appraisal assignment and/or if carrier rules allow for the customer to select their appraisal options.

If the accident information meets the requirements for a claim, the **View Your Appraisal Options** task displays in the **My Tasks** section of the app.

The customer selects **Start** to open the **Appraisal Options** screen.



The **Appraisal Options** screen informs the customer that they will be shown options for getting a repair estimate.

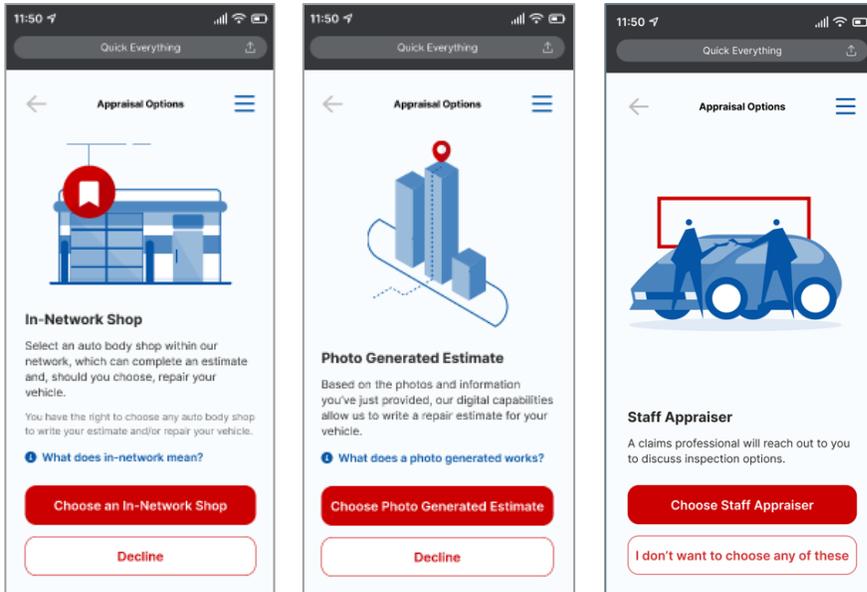
The customer selects **Get Started** to review their options.

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# First Look – Customer User Experience, Continued

## Appraisal Options, continued

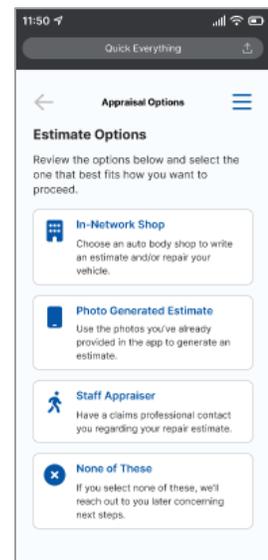
The customer is shown their **repair estimate options** and is given the option to **choose or decline** the option on each screen. The repair estimate options are driven based on carrier **configurations and preference**.



After the customer has viewed their options, they are asked to review the options and select the one that best fits their needs.

If the customer selects **In-Network Shop**, **Photo Generated Estimate**, or **Staff Appraiser**, their insurance carrier is notified so the estimate process can get started.

If the customer chooses **None of These**, their insurance carrier is notified to contact them for next steps.



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# First Look – Customer User Experience, Continued

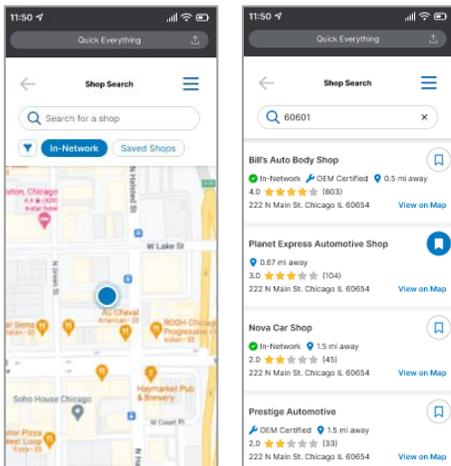
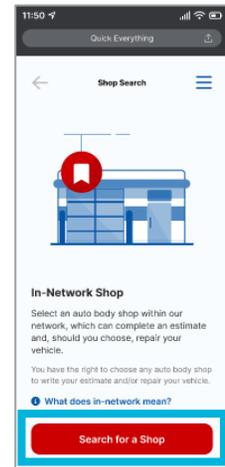
## Shop Search

This section reviews the process for completing the **Shop Search** process in **First Look**.

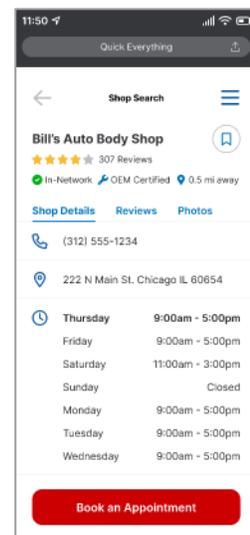
**Note:** Options within the **Shop Search** section are configurable based on carrier rules and preferences.

If the customer selects **In-Network Shop**, the **Find a Shop** page opens.

The customer selects the **Search for a Shop** button to continue.



The customer is prompted to enter their **zip code**, and a list of local in-network shops populates. When the customer selects a shop, they can select the **Book an Appointment** button to schedule an appointment with the shop.



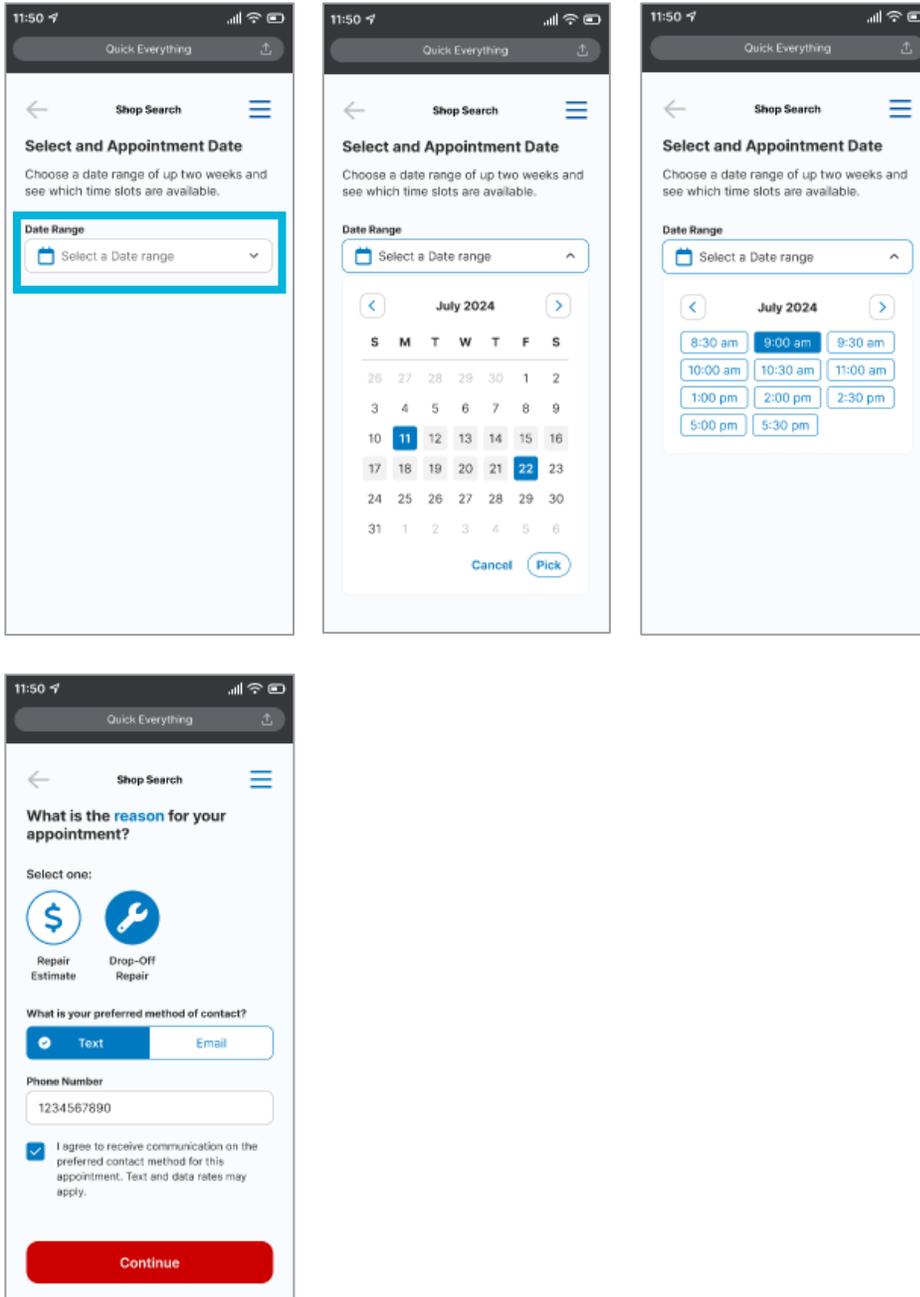
Ability to book an appointment is based on shop **enabling the configuration** for the individual carrier. If the shop doesn't have the configuration enabled or doesn't provide for an ability to book an appointment the user will have the option to **Select a Shop** only.

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# First Look – Customer User Experience, Continued

## Shop Search, continued

Select a **date and time** for an appointment and choose a preferred method of **contact**.



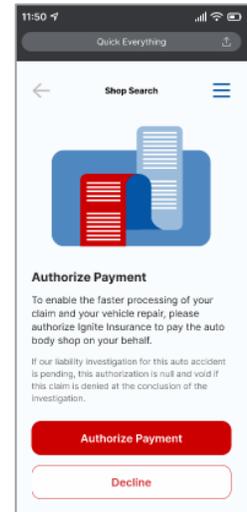
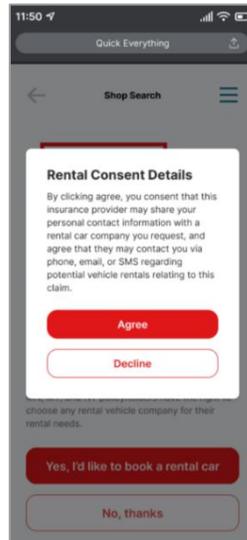
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# First Look – Customer User Experience, Continued

## Shop Search, continued

After the customer finalizes their appointment, they are given the option to authorize their insurance carrier to **pay** the shop on their behalf.

This screen is **optional** for the carriers to include as part of the consumer app experience.

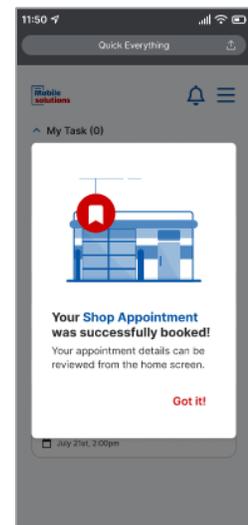
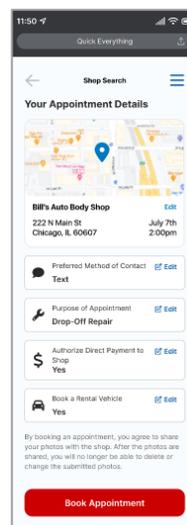


If the customer needs a rental vehicle during repairs, select **Yes, I'd like to book a rental car** to notify their carrier of the need. If **yes** is selected, the **Rental Consent Details** screen will appear.

This screen is optional for the carriers to include as part of the consumer app experience.

The customer is shown their **appointment details** for review.

When they have ensured the details are accurate, the customer selects **Book Appointment** to finalize the appointment.



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## First Look – Customer User Experience, Continued

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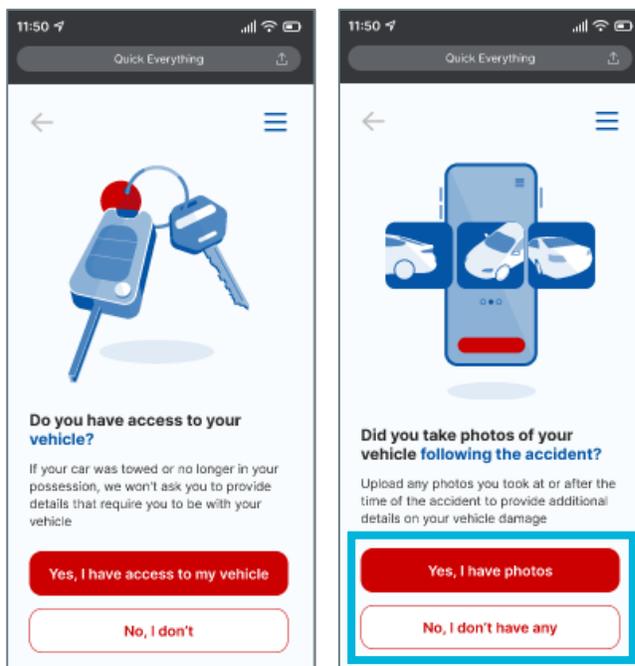
### Unguided Photo Upload

This section reviews the process for uploading photos from the customer's phone if they do not have access to their vehicle.

If the customer indicates that they **do not** have access to their vehicle, they are given the option to upload photos of the damage from their phone's photo library.

The customer selects **Yes, I have photos** to proceed.

If the customer selects **No, I don't have any**, they are prompted to provide their vehicle's location.



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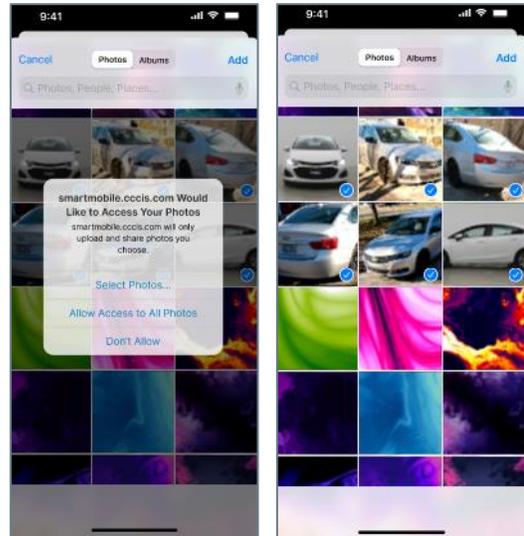
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# First Look – Customer User Experience, Continued

## Unguided Photo Upload, continued

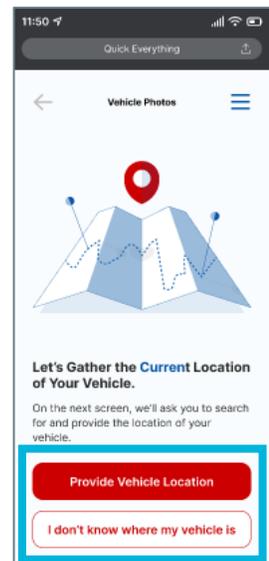
If the customer selects **Yes, I have photos**, they are prompted to allow the **First Look** app to access their photo library.

When access has been granted, the customer **selects photos** of the damage to submit.



After they select the photos, the customer reviews their selection, then selects **Submit**.

The customer is prompted to provide their vehicle's location by selecting **Provide Vehicle Location** or **I don't know where my vehicle is**, as appropriate.

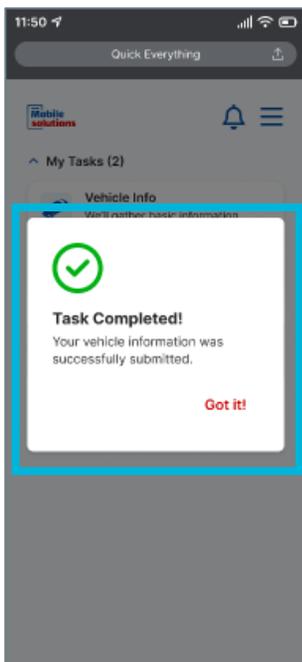
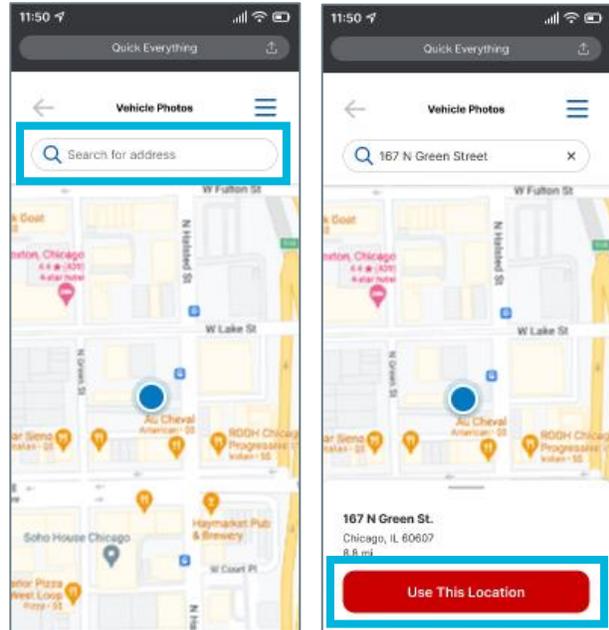


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# First Look – Customer User Experience, Continued

## Unguided Photo Upload, continued

If the customer selects **Provide Vehicle Location**, they are taken to a map where they can search for an address. Once the customer locates the address, they will select Use This Location.



The customer is taken to the main **First Look** screen and show a **Task Completed** message.

Once the images are loaded, they are sent to CCC to determine whether the images submitted are valid for **Multi Photo Smart Total Loss (MPSTL)**.

If **MPSTL** determines the vehicle to be repairable, the customer receives a text informing them that they can view their appraisal options, and the **View Your Appraisal Options** task displays in the **My Tasks** section of the app.