



DONEGAL® *INSURANCE GROUP*



MOBILE APP GUIDE

Welcome to Donegal Insurance Group's Mobile App!

There when it matters most, our mobile application makes managing your insurance needs convenient & easy! Anytime, anywhere, you can make a payment, report a claim, view vehicle ID cards, review your policy data or contact your agent. This guide will show you how to use these features.

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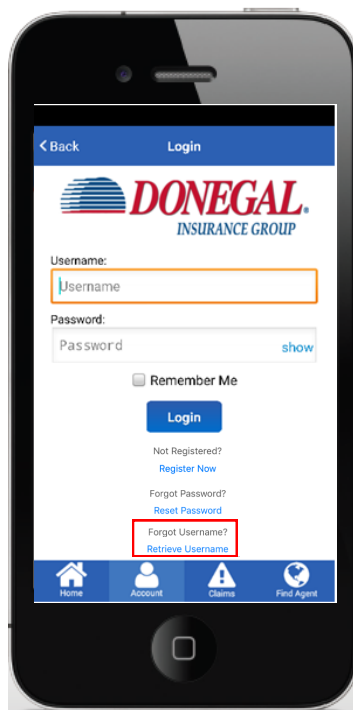


The Donegal Mobile App is available from the App Store (iOS version 9.0 or higher) and Google Play (Android version 2.3.3 or higher).

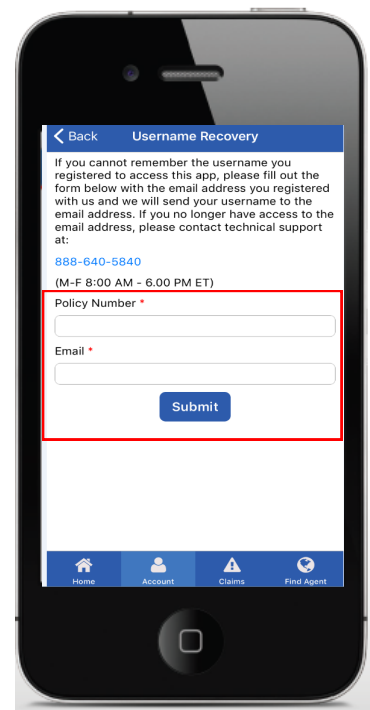
- MY ACCOUNT — “RESET USER ID”**



Select “My Account”



Select “Retrieve Username”

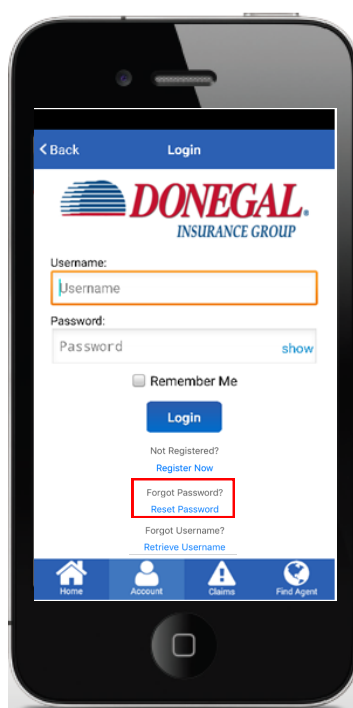


Enter policy number & email
Select “Submit”

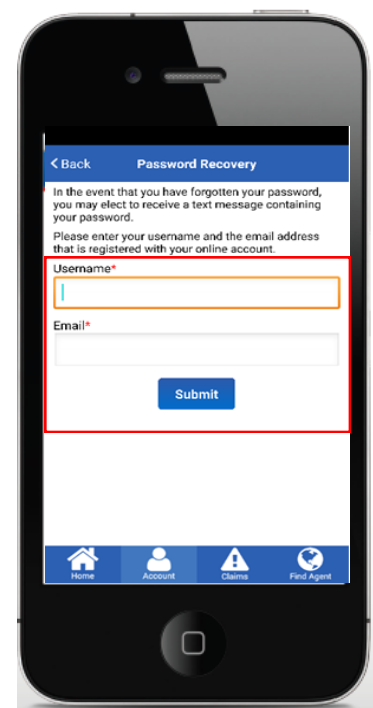
- “RESET PASSWORD”**



Select “My Account”



Select “Reset Password”

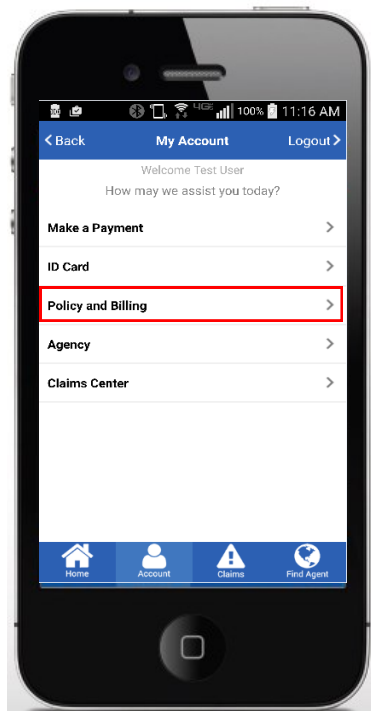


Enter username & email
Select “Submit”

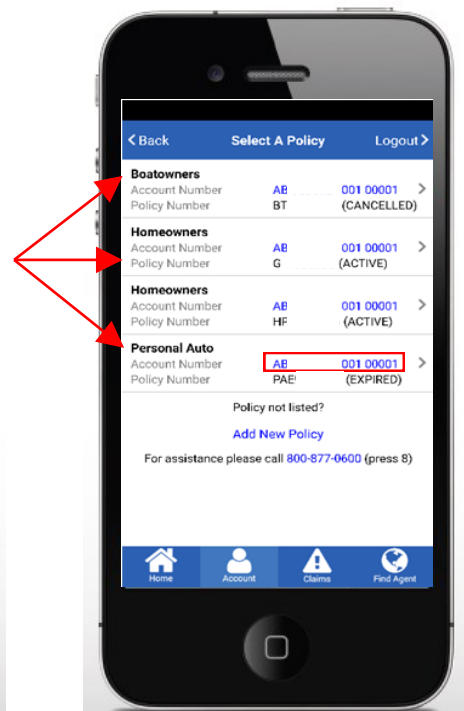
- ***“POLICY and BILLING”***



**After logging in,
select “My Account”**



Select “Policy and Billing”



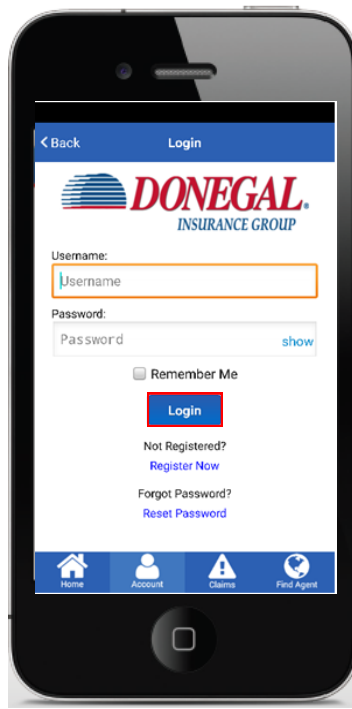
**Select policy to view details
Select account to view billing**

- **“MAKE A PAYMENT”**

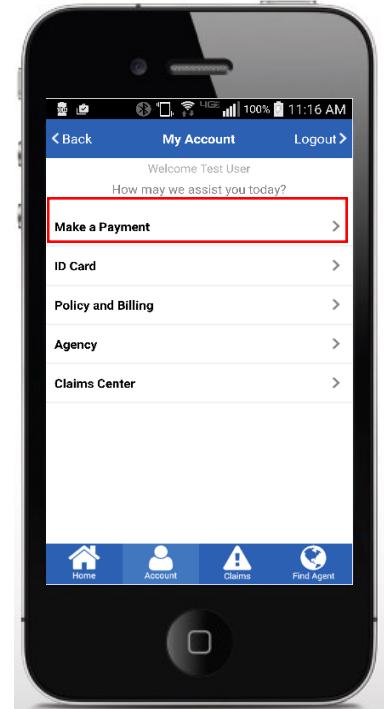
As of January 25, 2017, all Android & iOS users who have an active web account and have successfully downloaded version 2.3.0 and logged into our mobile app, will begin receiving payment reminder notifications on their device. **(iOS device requires allowing notifications.)**



Select “My Account”



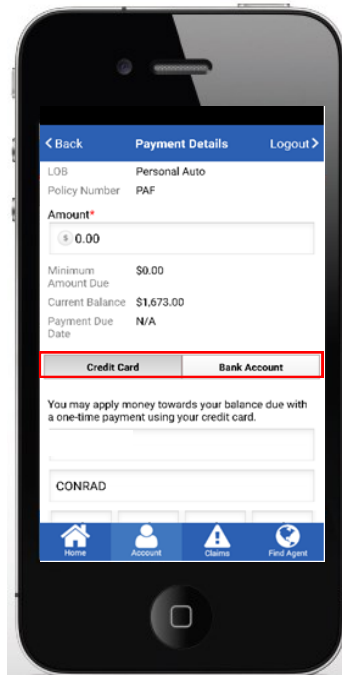
Enter User ID & password
Select “Login”



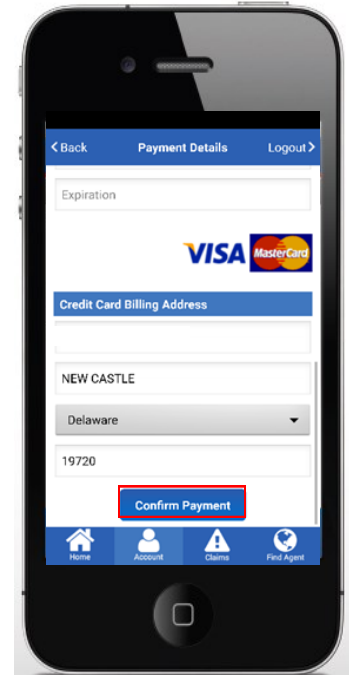
Select “Make a Payment”



Select from your list of policies available for payment



Choose “Credit Card” or “Bank Account”

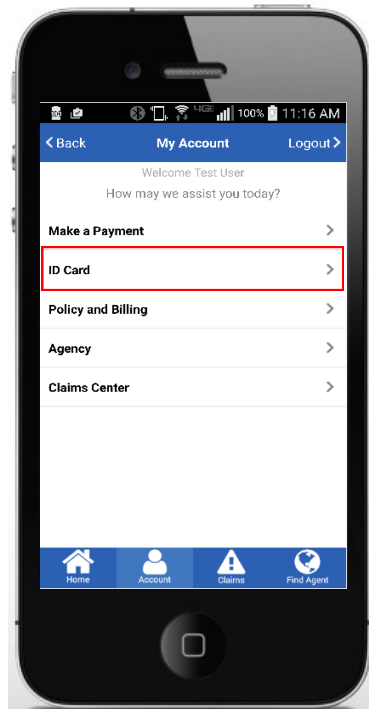


Enter the required information
Select “Confirm Payment” when completed

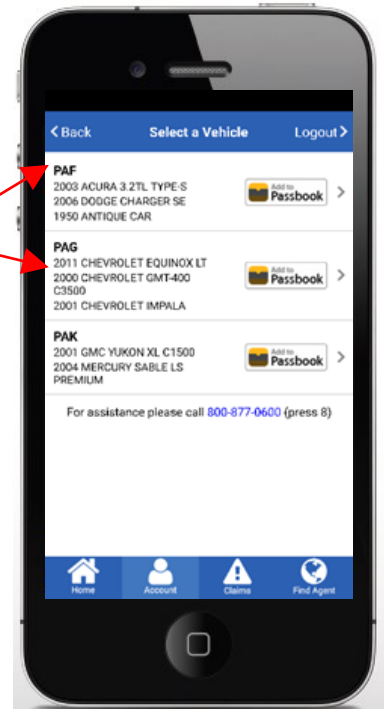
● **“ID CARDS”**



After logging in, select “My Account”



Select “ID Card”

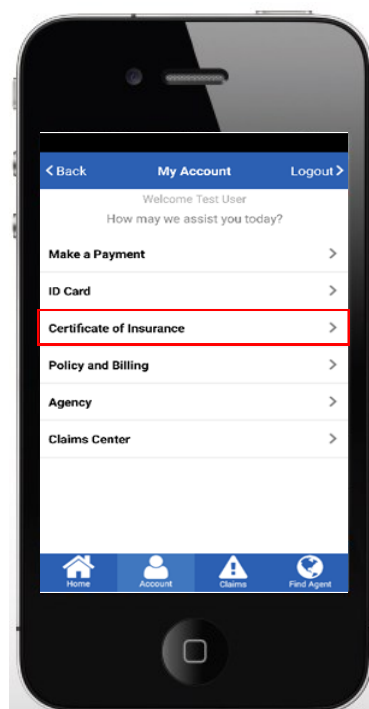


Select vehicle from list to view ID card

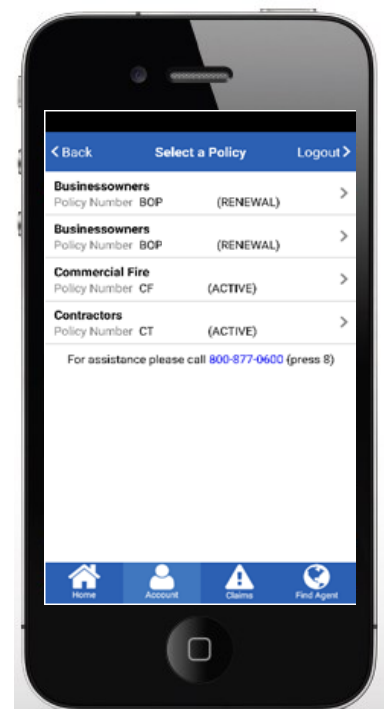
● **“CERTIFICATE OF INSURANCE”**
(COMMERCIAL LINES)



After logging in, select “My Account”



Select “Certificate of Insurance”

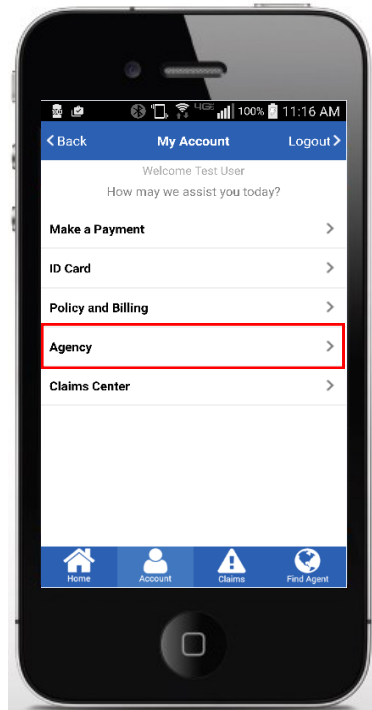


Select policy from list to view or print Certificate of Insurance

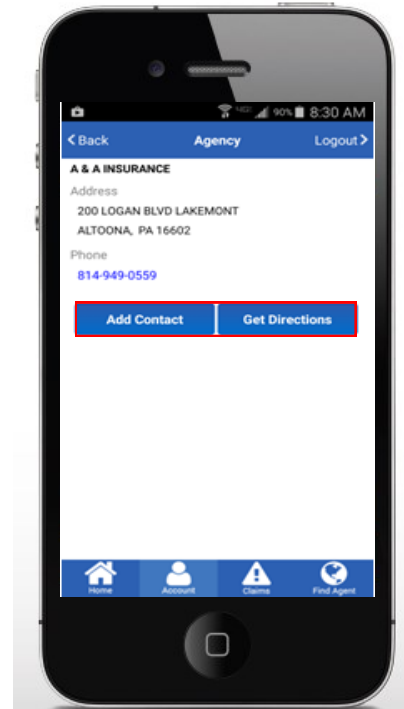
● ***“MY AGENT”***



After logging in, select “My Account”



Select “Agency”

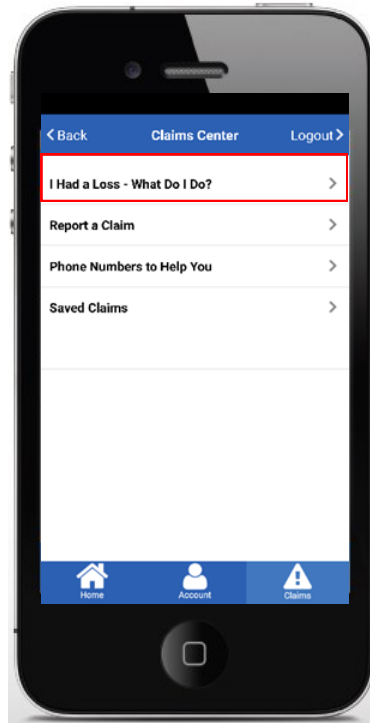


Add to Contacts or Get Directions

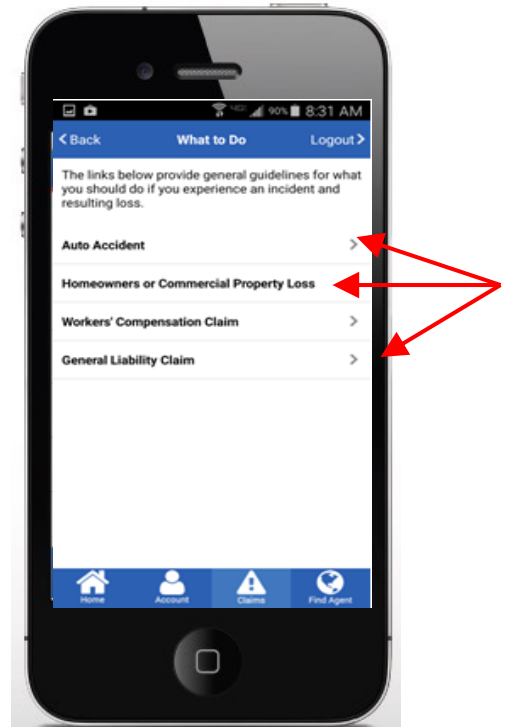
● ***CLAIMS CENTER — “WHAT DO I DO?”***



Select “Claims Center”



Select “I Had a Loss, What Do I Do?”

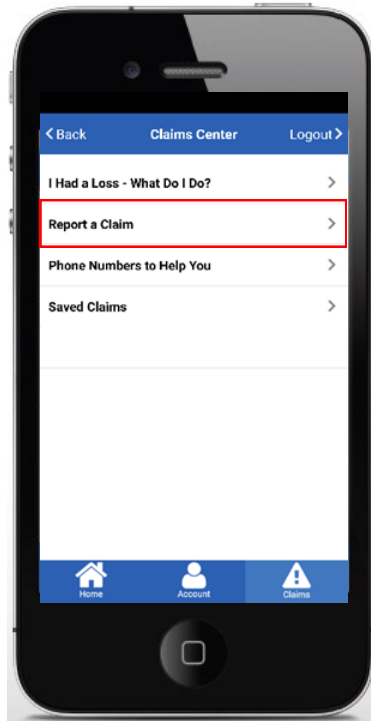


Select type of loss for details

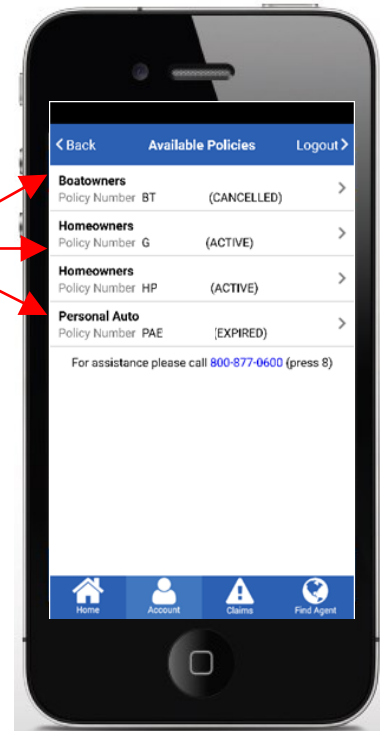
- “REPORT A CLAIM”***



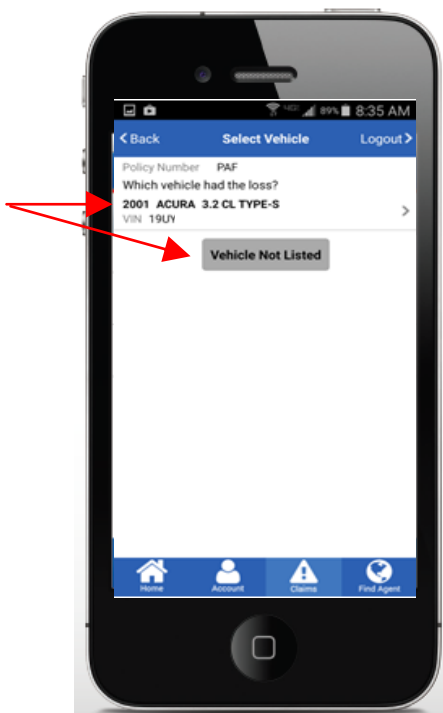
After logging in, select “Claims Center”



Select “Report a Claim”



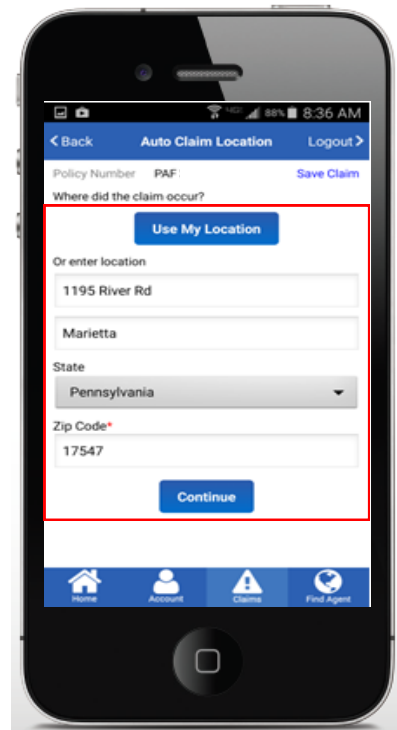
Select policy



Select vehicle or Select “Vehicle Not Listed” & enter details

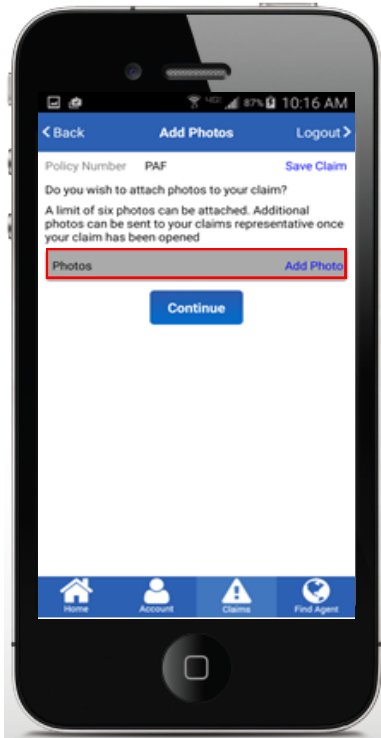


Select Driver or Select “Driver Not Listed” & enter details

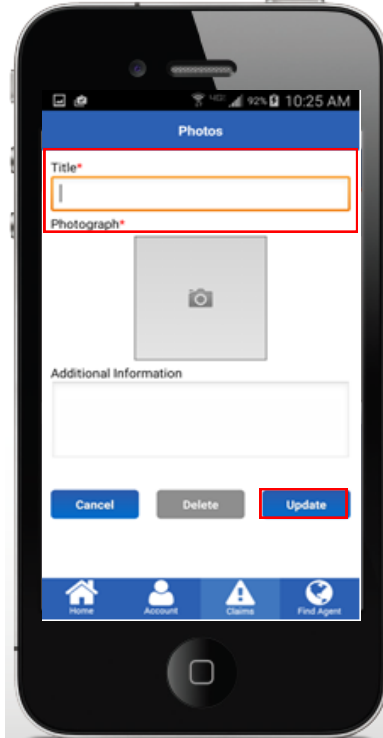


Select “Use My Location” or Enter occurrence address Click “Continue” to complete claim report

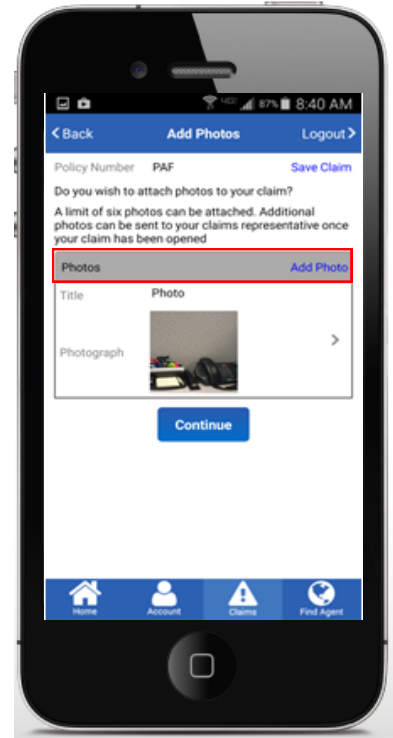
• **ATTACH A PHOTO**



Select "Add Photo"

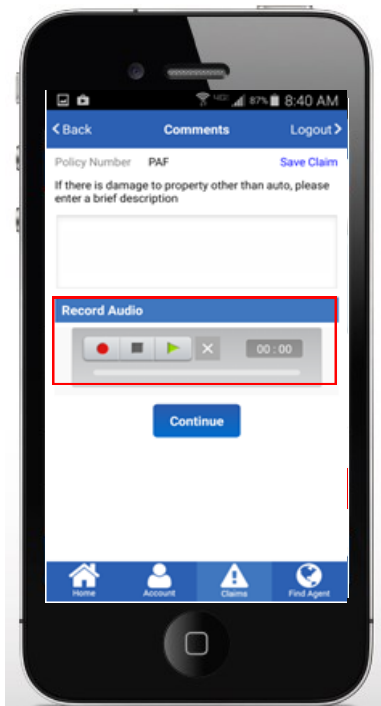


Take photo
Enter description
Click "Update"

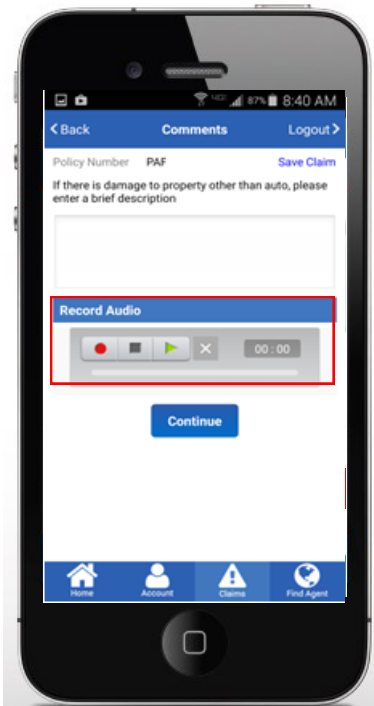


Select "Add Photo" to attach additional pictures

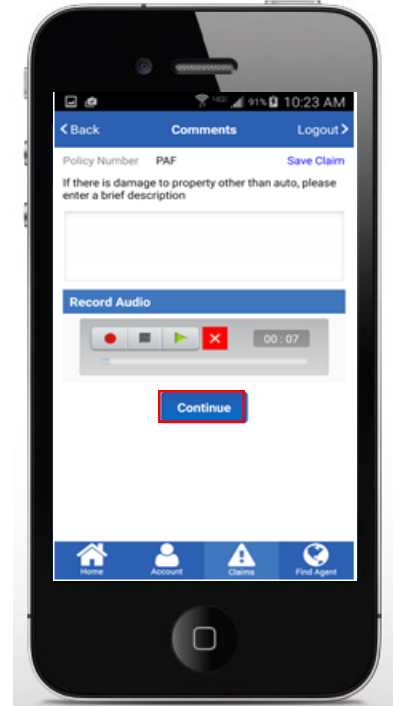
• **RECORD AUDIO**



To begin audio recording, select the button with the red dot



To end recording, select the button with the gray square
Recording limit is 3 minutes

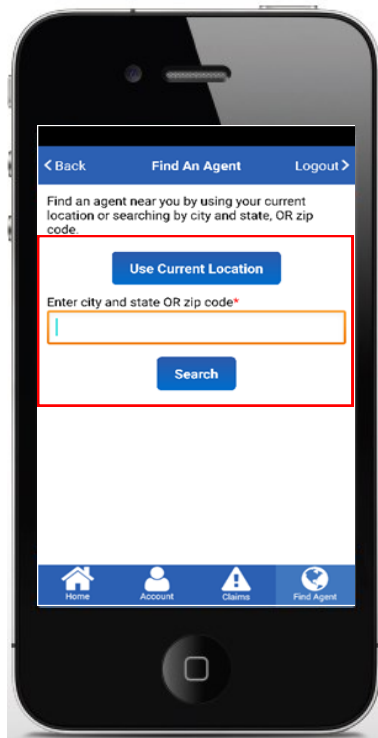


Select the green triangle to review the recording
Click "Continue" to complete claim submission

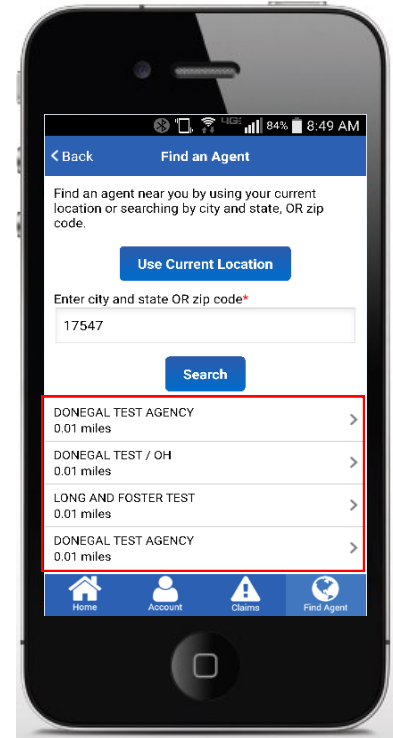
• FIND AN AGENT



Select "Find an Agent"



Select "Use Current Location" or
enter location data
Click "Search" to display agents



Select agency from list to
view details & get directions

*If you have any questions regarding our newly enhanced mobile app,
please contact mobile@donegalgroup.com.*