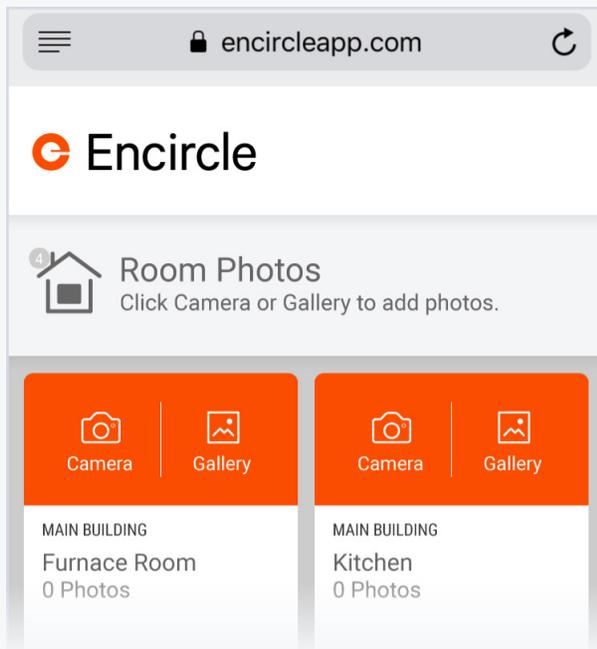


GUIDING THE POLICYHOLDER THROUGH LINK

This guide will help you guide your customers through Link so they can accurately document their loss, send images, and review and sign documents.



Taking Photos with Link

1. Inform the policyholder that you have just sent them a **text message or an email (see next page for instructions)**, and that they should go to their messages and look for the text message.
2. The first message identifies the sender and instructs the policyholder to open the 2nd text message link. Ask them to **tap on the link**.
3. A small web page will load and display your branding. This may take a few seconds to load, depending on the speed of the network connection (be patient).
4. They will see the various rooms that they need to document. Additional rooms can be seen by swiping left or right.
5. Instruct the policyholder to follow the instructions below:
 - a. Tap the **Camera** icon on a Room. *The camera will open.*
 - b. Tap the **Camera** button to take a photo. *Instruct them to take wide angle photos from left to right to fully capture the situation.*
 - c. Tap **Ok** or **Use Photo** if they are satisfied with the image, or **Retake** to try again.
 - d. Tap the **Camera** icon to add another photo and repeat steps **a.– c.** until all required photos are captured. *The photos are displayed in the grid as they are uploaded.*
 - e. Tap **Done** to return to the main screen.
 - f. Repeat the **steps a.– e.** for each room.
6. After completing photos for all of the Rooms, tap the **Finish Button** (at the top beside room photos). *If Finish Button does not appear, it means the policyholder has missed a room. Instruct the policyholder to go back and complete the missing room*

Note: If they are not on site but have images on their phone, they can tap the **Gallery Button** on a room and add photos from their device.

Signing Documents

If documents have been sent for review and signature, provide the following instruction:

1. Tap on the **Document** icon to open and review as necessary. *You can scroll to view the entire document.*
2. Tap **Sign Document** and follow the prompts for signature and initials as required.
3. The policyholder can now close the app as the images and documents have been uploaded.

If Link is sent by email

1. Instruct the policyholder to look for an email from Encircle.
2. Open the email and tap the button "Set up your claim".
3. **The process is the same now starting at step 3.**

