



Atlas Quick Response Claim

August 16, 2011



What is a QR Code?

- A Quick Response (QR) code is a two-dimensional code that is readable by mobile phones that have a QR barcode reader.
- QR barcode readers are readily available for most phones with a built in camera and can typically be downloaded for free.
- The QR code enables the phone to launch web based applications and can also transmit data which is embedded in the code.
- Users simply point a mobile phone at the QR code with the QR reader running and the phone will do the rest.



Phone Requirements

- Internet Access
- Camera
- Barcode Reading Software



Where to Find Your Atlas QR Code

- The insured's QR code is located in the policy jacket after ID card



In case of an accident:

1. Notify the police immediately. Obtain police report number.
2. Do not admit fault.
3. Write down names, address, telephone numbers and license numbers of persons involved and all witnesses. List the license plate number and state of each vehicle involved.
4. Obtain name of insurance company and policy number for each vehicle involved.
5. Complete the Quick Response Claim process (below).

Quick Response Claim process

1. Open the Barcode Reader on your Smart Phone.
2. Scan the QR code to the left (you will be directed to Atlas' Quick Response on-line input form).
3. Complete any fields which are not pre-filled.
4. Attach pictures taken from your phone by clicking on Browse (locate the picture and select Attach).
5. Click Submit to send your information to the Claims Department.

After submitting your claim via our Quick Response Claim process, you will receive a call from the Claims Department to further process your accident report. If you prefer to contact our Claims Department directly, please call 800-897-2551.

You will need a barcode reader application on your Smart Phone to read the image in the upper left side of this page. If you don't already have one installed, please follow the steps below to download the barcode reader software to your Smart Phone.

1. Access the App Store or Market (where you download software to your phone) – depends on the phone manufacturer.
2. Go to Apps and then Shopping.
3. Select one of the barcode reader software applications made available for your phone and install (note: free applications are available for most phones).

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- Separate QR codes are created for each vehicle (vehicle information is below the actual QR code)

Rollout Strategy

- Phase I – Taxi, limo and paratransit
 - New York, Michigan, Minnesota, Texas, Wisconsin, Pennsylvania, Kentucky, Iowa, Louisiana, Illinois*, Indiana, Oklahoma, New Jersey, Colorado
 - In process now
- Phase II – Illinois Business Auto Online
 - Scheduling is TBD
 - Can be manually created by request

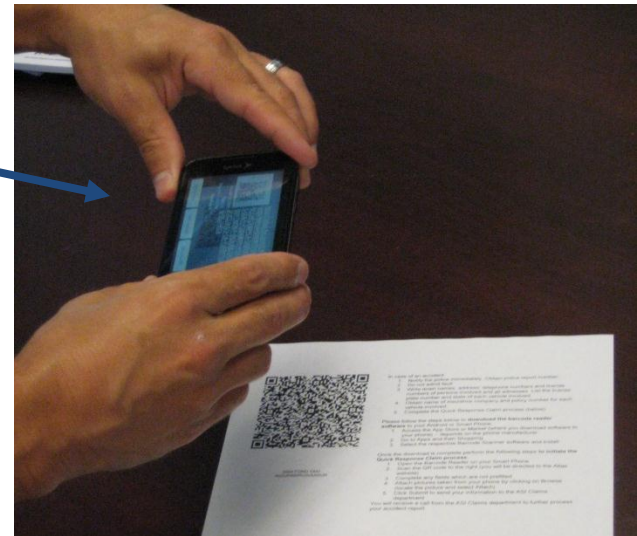
**does not include Business Auto Online*

Download Barcode Software

- Access the App Store (where you download software to your phone)
 - Depends on the phone manufacturer
 - iPhone App Store
 - Blackberry App World
 - Market, etc.
- Go to Apps
- Search for Barcode Scanner software (e.g. type in *barcode* and click search)
- Install Barcode Scanner App

Initiate QR Code/Report an Accident

- The following process should not be performed while driving a vehicle
- Retrieve the QR code for the vehicle that has been in the accident
- Open the Barcode Reader on your phone
- Scan the QR code with your phone



Initiate QR Code/Report an Accident

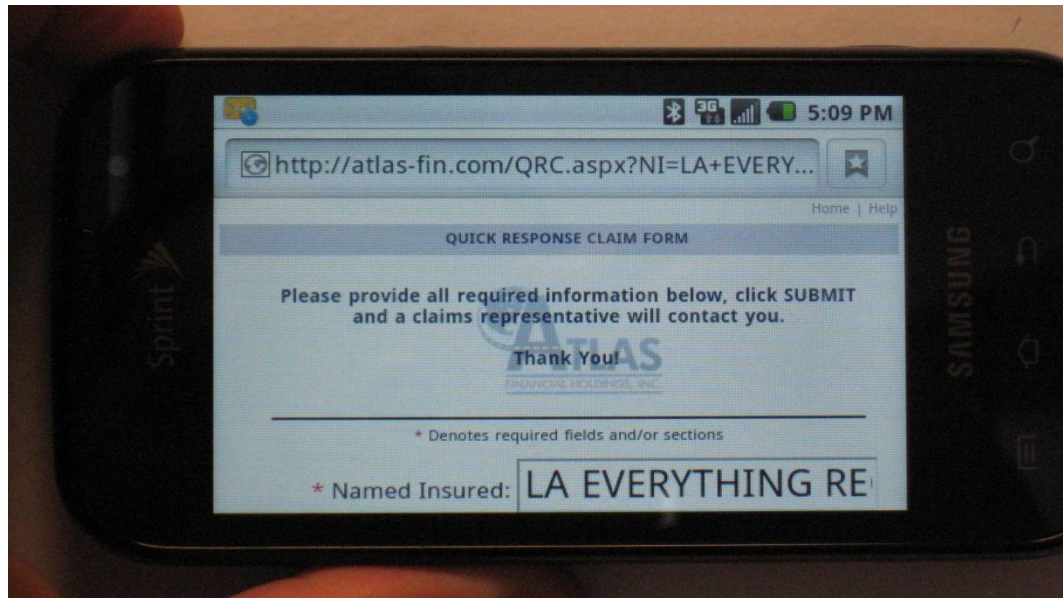
- Click the Open Browser button or URL



- You will be directed to the Quick Response reporting site to complete the process

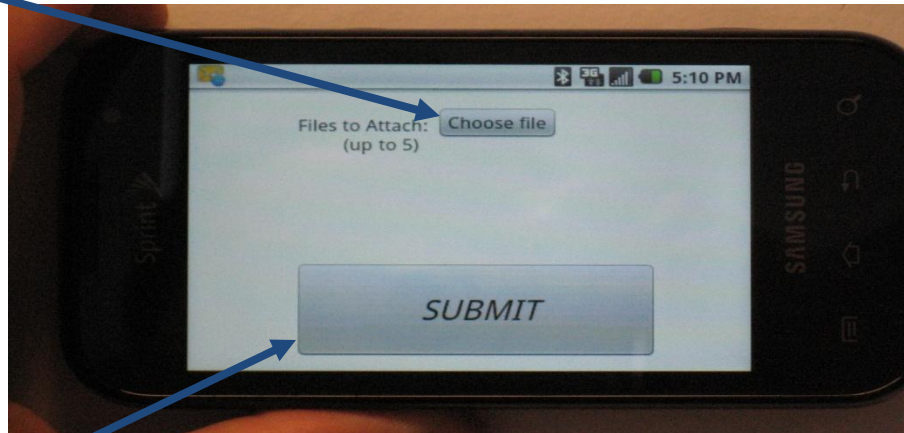
Initiate QR Code/Report an Accident

- Complete any fields which are not prefilled



Initiate QR Code/Report an Accident

- Attach pictures/videos taken from your phone by clicking on Choose file (locate the picture/video and select Attach)



- Click Submit to send your information to the Company's Claims Department
- You will receive a call from the Claims department to further process your accident report (response within 30 minutes)

Initiate QR Code/Report an Accident

- *After receipt of the e-mail notifying Atlas Claims of the accident, the user of the QR Code will receive a call from our claims department within 30 minutes*
- *The caller will be asked to provide a statement and will be given direction on how to efficiently proceed with the claims process*

Q&A

- Questions?

