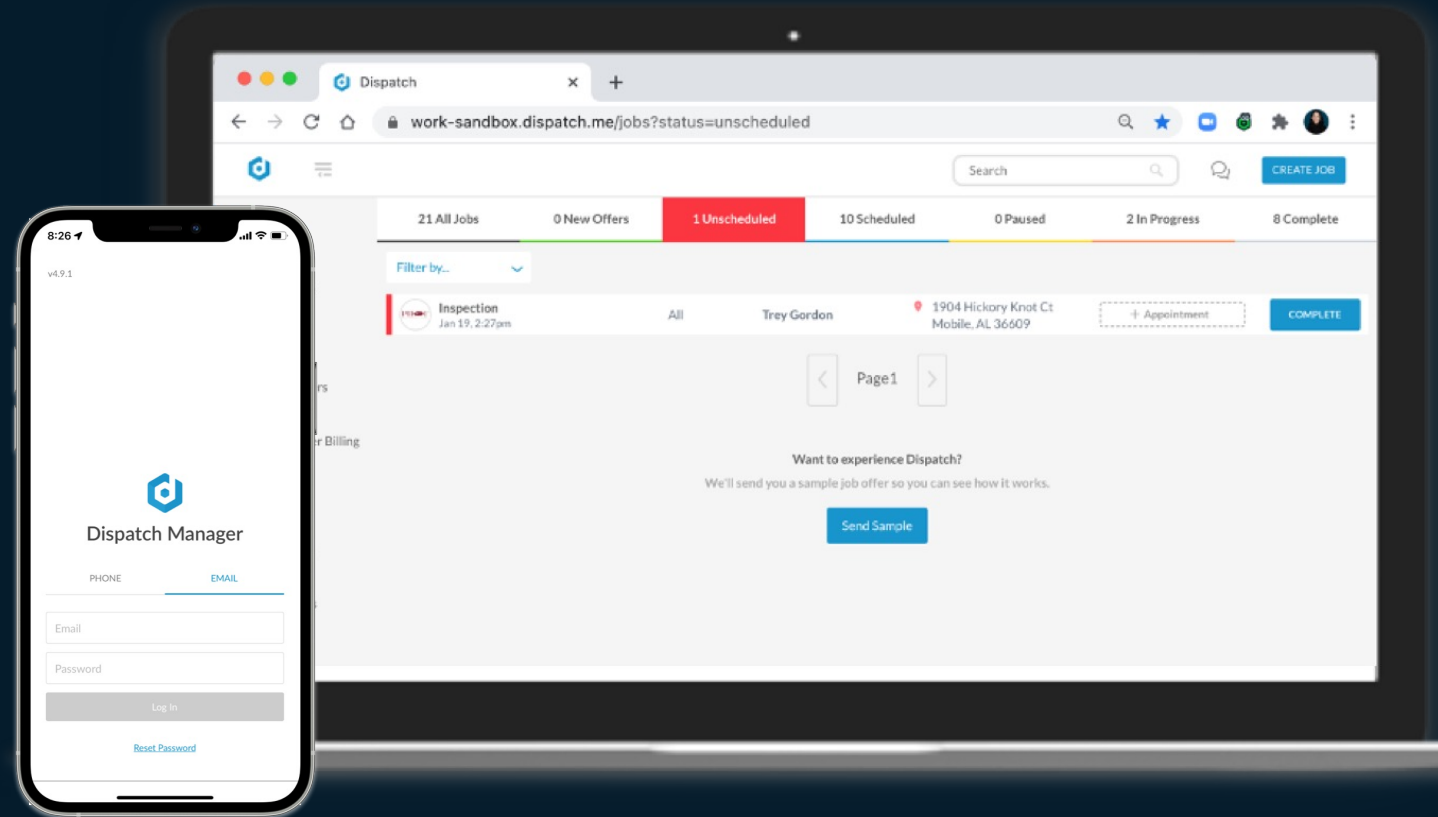




Own Every Service Experience, From Lead to Lifetime Customer

Pilot Flood Claims

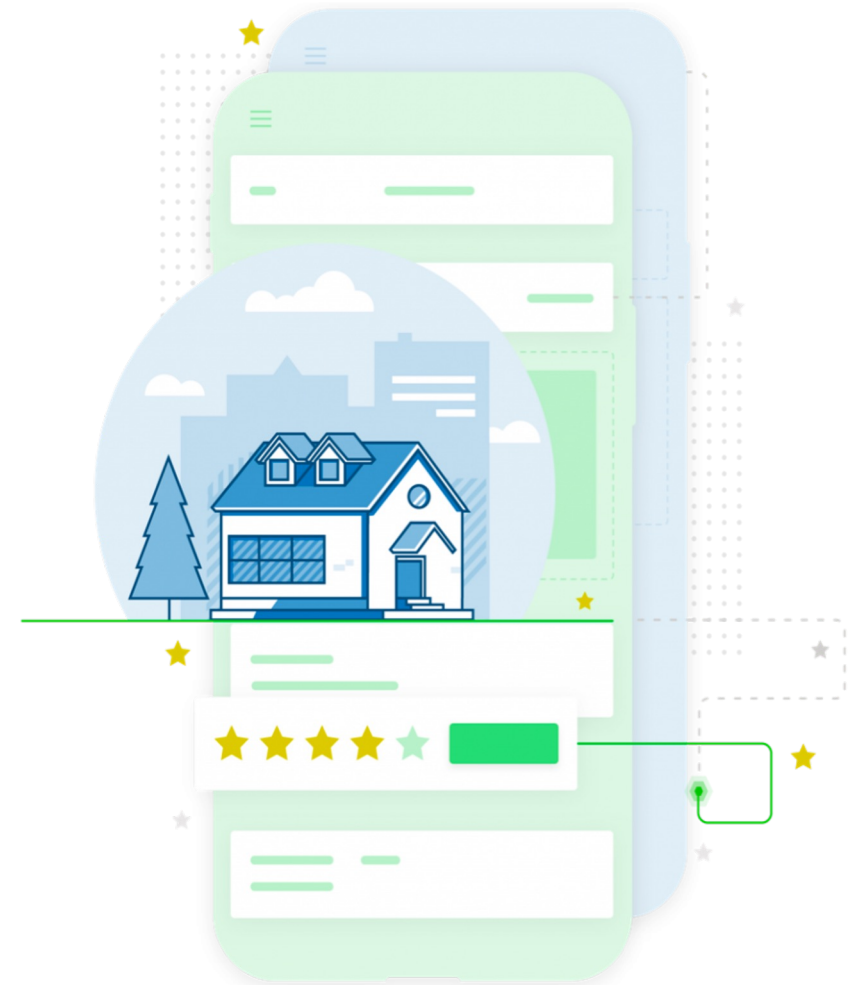
Adjuster Training



November 2022

Agenda & Goals

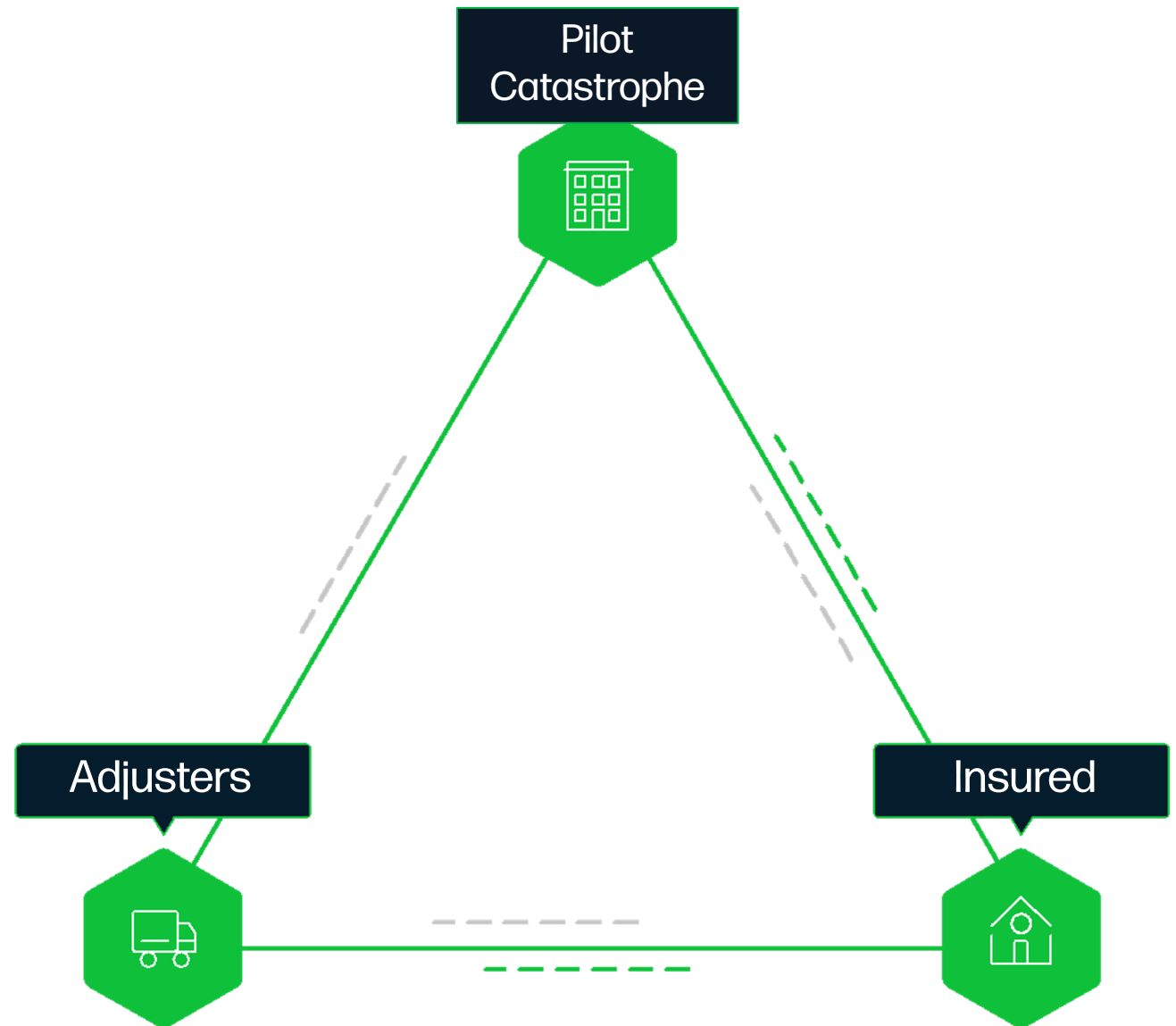
- What is Dispatch?
- Getting Started
- Pilot Flood Claim Workflow in Dispatch
- Resources



Dispatch

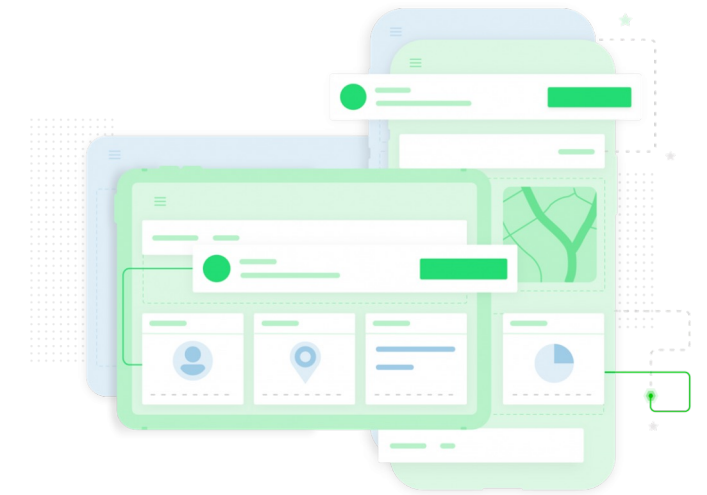
Dispatch connects **people**, **processes**, and **data** to create a modern service experience that delights customers, empowers adjusters, and promotes a positive brand image for the enterprise.

We want to make it easier for you to communicate digitally with Pilot and the Insured.



What's in it for Adjusters?

- Reduce status calls with Pilot (*less time on phones*)
- Simple to learn & use (*no wasted time training*)
- Stay on task & update claims directly from the field (*integration with Catalyst*)
- Enhanced experience for the insured, keeping them in the loop throughout the lifecycle of the claim with automated alerts
- Free tool paid for by Pilot (*\$1,200+/year value*)

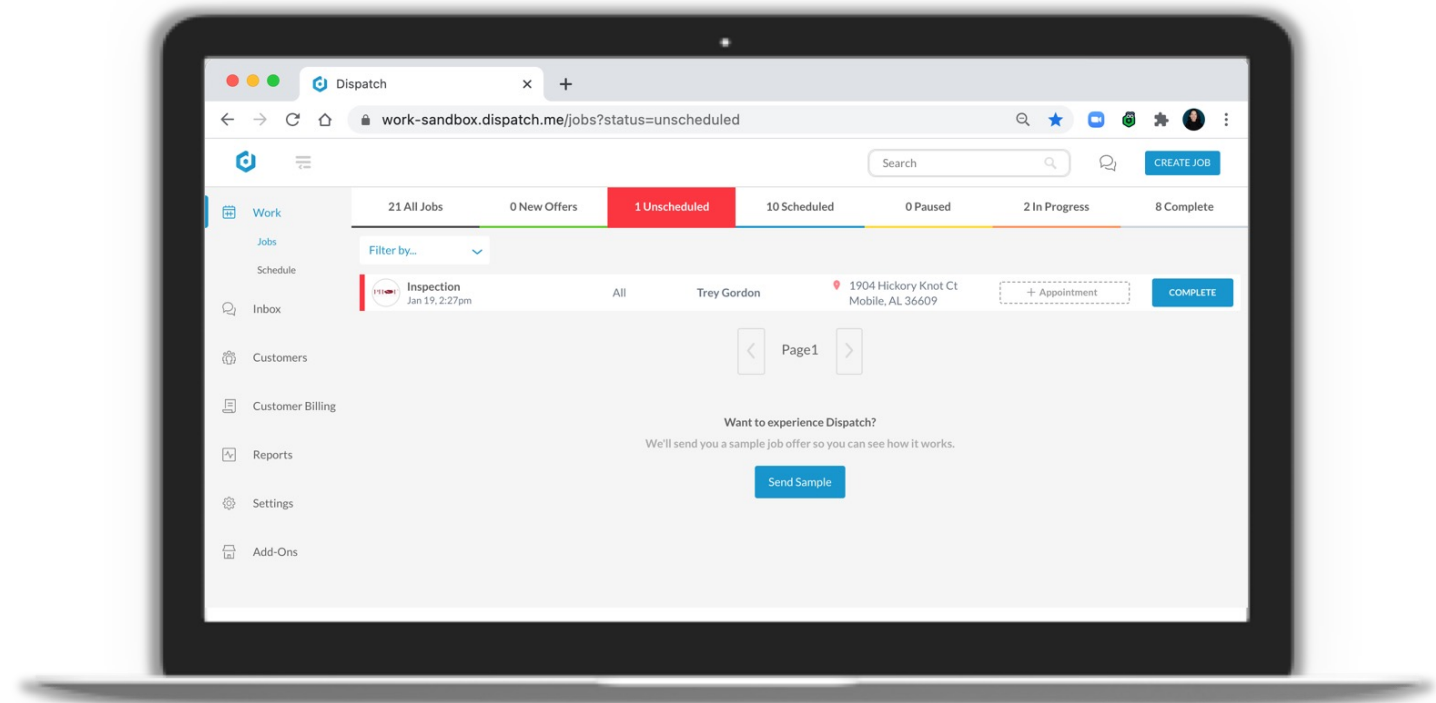
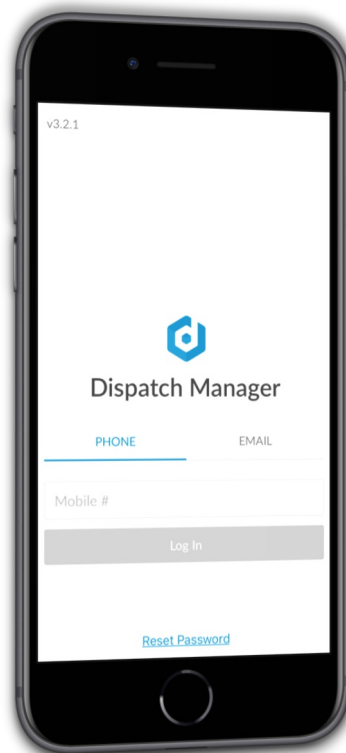


Getting Started

Dispatch Tools

You will have access to the **Dispatch Manager mobile app** and the desktop app.

The desktop app can be accessed by visiting **Work.Dispatch.Me** in a web browser.



Check your XACTNET address in My Pilot

Sign into the portal with your Pilot ID and password
Click on your name in upper left and select MyPilot

2021 Atlantic Hurricane Season Storm Names

1. Ana	7. Grace	13. Mindy	19. Teresa
2. Bill	8. Henri	14. Nicholas	20. Victor
3. Claudette	9. Ida	15. Odette	21. Wanda
4. Danny	10. Julian	16. Peter	
5. Elsa	11. Kate	17. Rose	
6. Fred	12. Larry	18. Sam	

Pilot Deployment App

MyPilot Mobile App

The new Pilot Deployment app is available! Have you downloaded the app yet?

Check your email for an invitation with download instructions.
For any issues with the app, please contact support at app@pilotcat.com 251-634-3360

Contact Virtual Support if your Xactnet address is **incorrect or blank**

virtualclaimssupport@pilotcat.com

Text Support: **251-551-5195**

The screenshot displays the PilotCat user interface. On the left is a dark sidebar with the PilotCat logo and a navigation menu. The main content area is titled 'Adjuster Name' and contains several sections. The 'Xactimate Information' section is highlighted, and within it, the 'XactNet Address' field is enclosed in a red rectangular box. A red arrow points from the top right towards this box. The 'Xactimate Information' section includes fields for Xactware ID, Your Pilot Email Address (with an 'Edit' button), Xactware Account #, Xactimate Key Code, and XactNet Address. Below this is the 'Xactimate Certifications' section, which lists levels 1, 2, and 3, all showing 'N/A', along with 'Xactimate Tech Support' and 'Xactimate Trainer Affiliate'.

PilotCat
Service | Innovation | Community

Adjuster Name

Xactimate

i Xactimate Information

Xactware ID
Your Pilot Email Address **Edit**

Xactware Account #
Account #

Xactimate Key Code
KEY CODE

XactNet Address
YOUR XACTNET ADDRESS

⚙️ Xactimate Certifications

Xactimate Level 1
N/A

Xactimate Level 2
N/A

Xactimate Level 3
N/A

Xactimate Tech Support
N/A

Xactimate Trainer Affiliate
N/A

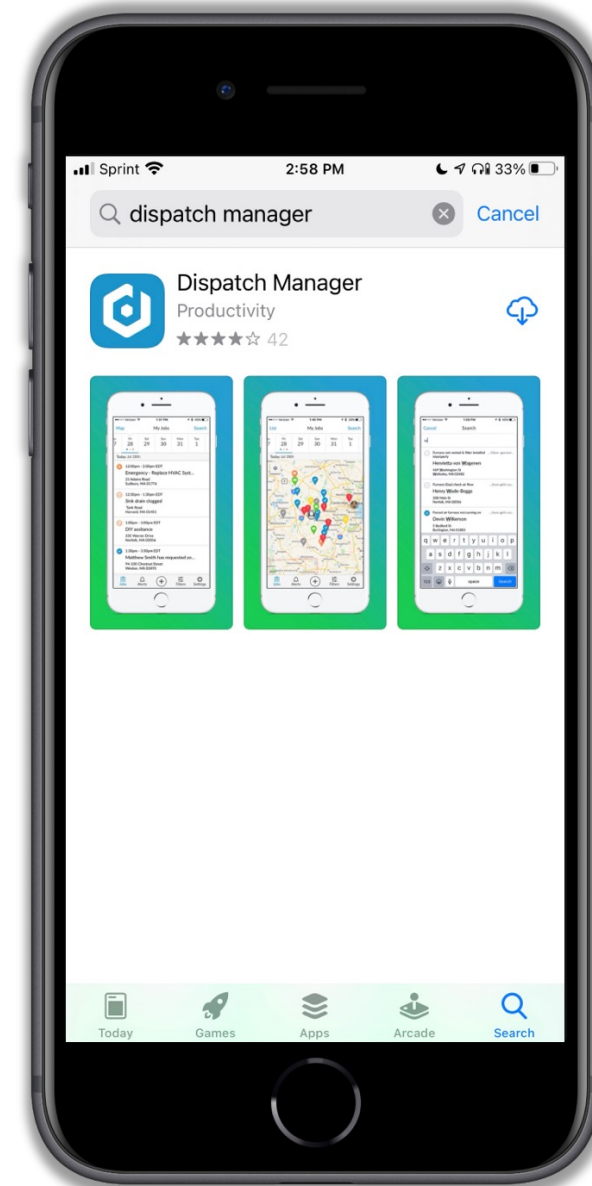
Download Mobile App: Dispatch Manager

1. Visit your Google Play or Apple App store and search **Dispatch Manager**
2. Download your free mobile app!



Dispatch Manager
Dispatch Technologies, Inc.

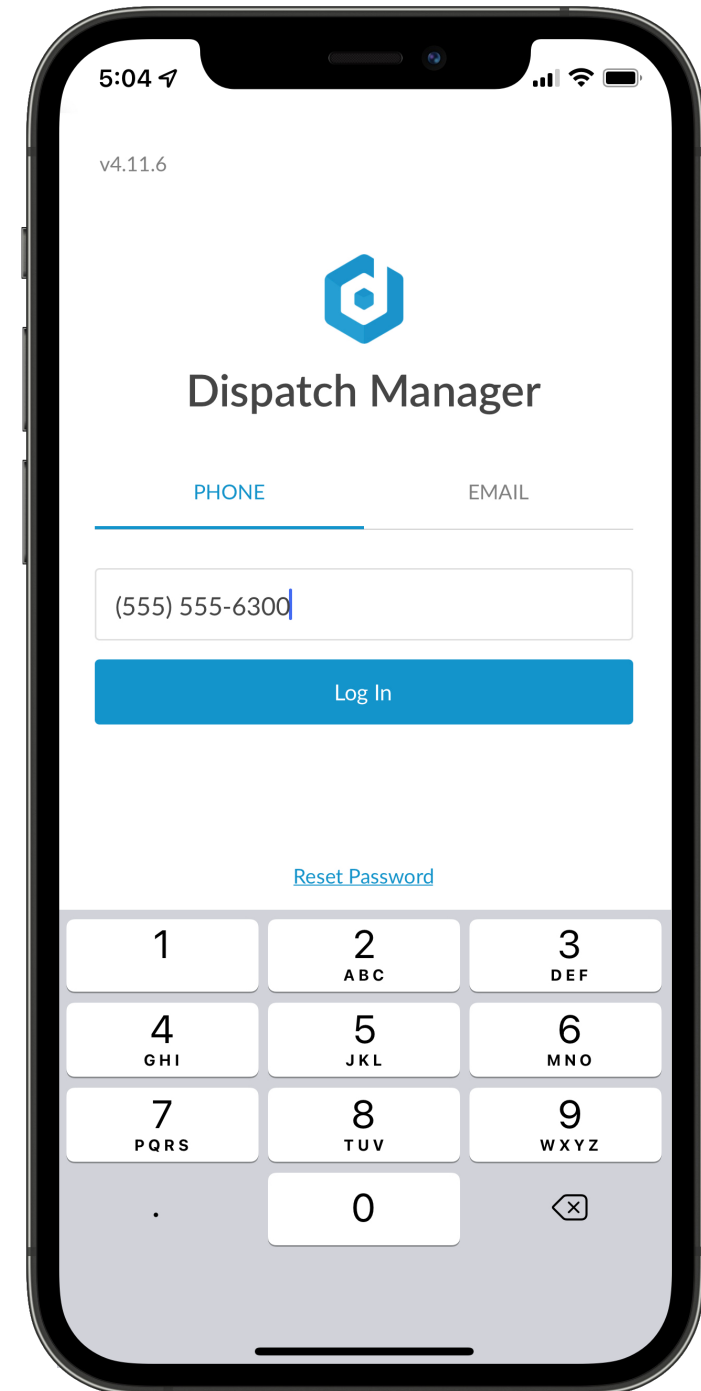
OPEN



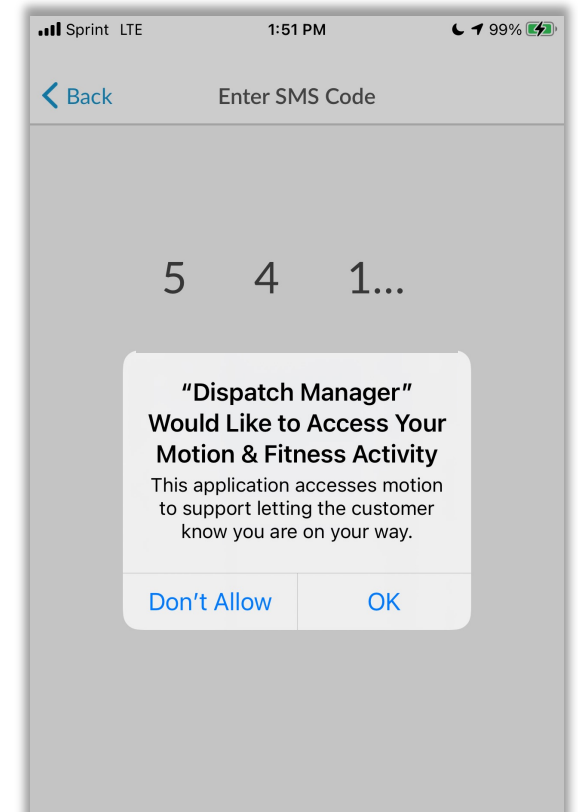
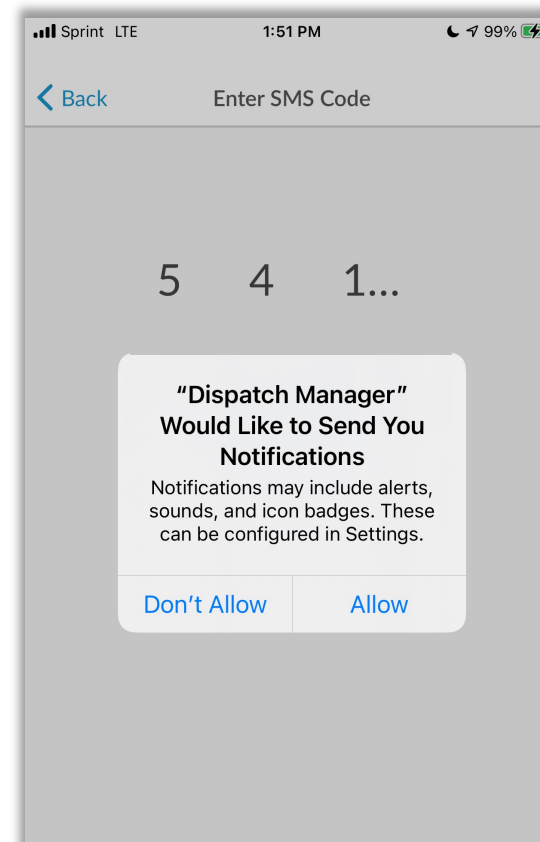
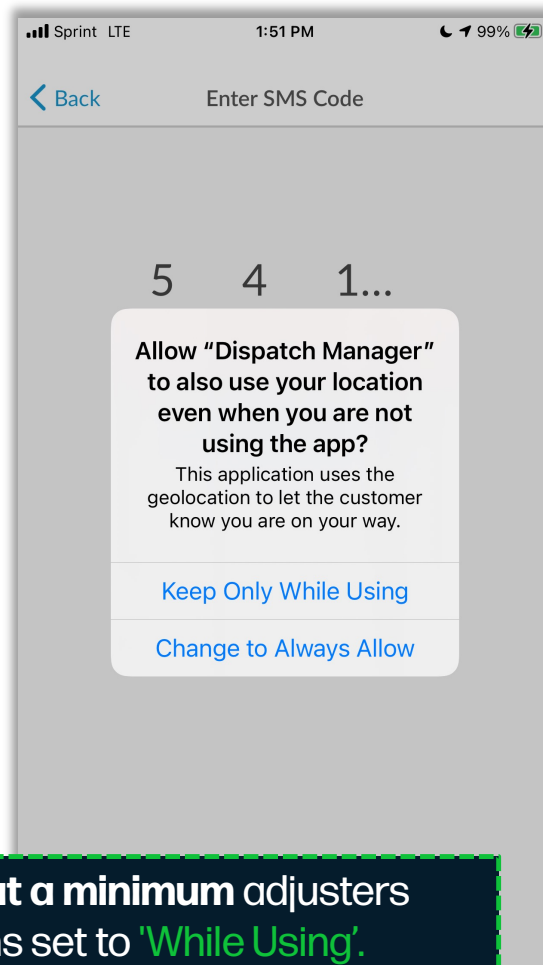
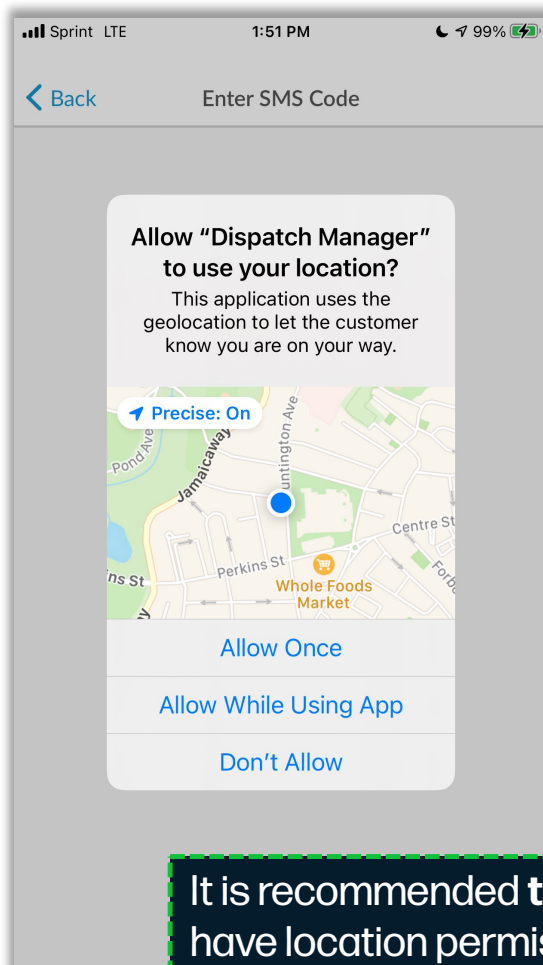
Initial Login to Dispatch

1. Open the app
2. Enter your cellphone number and tap 'Login'
3. You will receive a 4-digit code via text message that you'll use to login.

You'll use this method each time, so you'll never need to remember a username or password!



Setup Permissions



It is recommended **that at a minimum** adjusters have location permissions set to **'While Using'**.
Setting permissions to **'Always'** is ideal for the most accurate ETA sent to the Insured.

Allows the app to **notify you** when the insured sends you a message and when you're sent new claims.

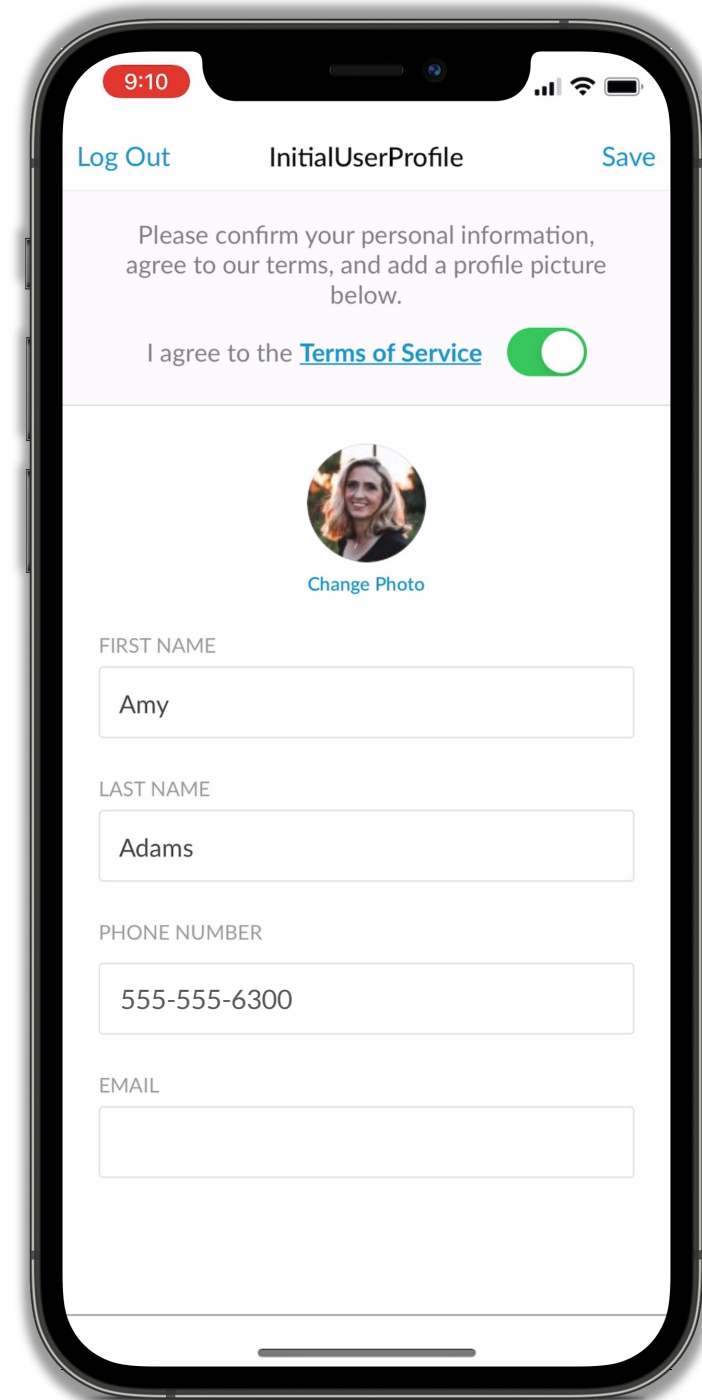
Needed to send **the most accurate ETA to the Insured** when you tap the 'on my way' button.
ETA provided incorporates how fast you're moving.

Initial Setup

When you login, you will see the welcome screen.

From here:

- Click "Allow" on pop-ups requesting permissions
- Review & Agree to the Terms of Service
- Add your photo
- Add a short bio
- Tap 'Save'

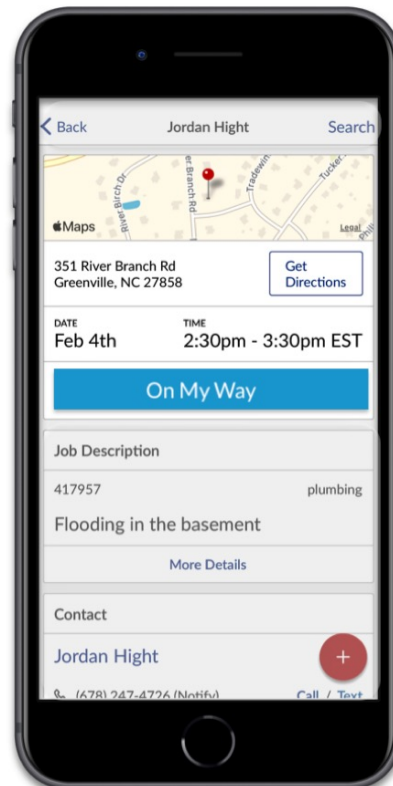


The screenshot shows a mobile application interface for setting up a user profile. At the top, there is a status bar with the time 9:10, signal strength, Wi-Fi, and battery icons. Below the status bar, the page title is "InitialUserProfile" with "Log Out" on the left and "Save" on the right. The main content area contains a message: "Please confirm your personal information, agree to our terms, and add a profile picture below." Below this message is a toggle switch for "I agree to the Terms of Service", which is currently turned on. Underneath the toggle is a circular profile picture of a woman with blonde hair, with a "Change Photo" link below it. The form consists of several input fields: "FIRST NAME" with the value "Amy", "LAST NAME" with the value "Adams", "PHONE NUMBER" with the value "555-555-6300", and "EMAIL" which is currently empty.

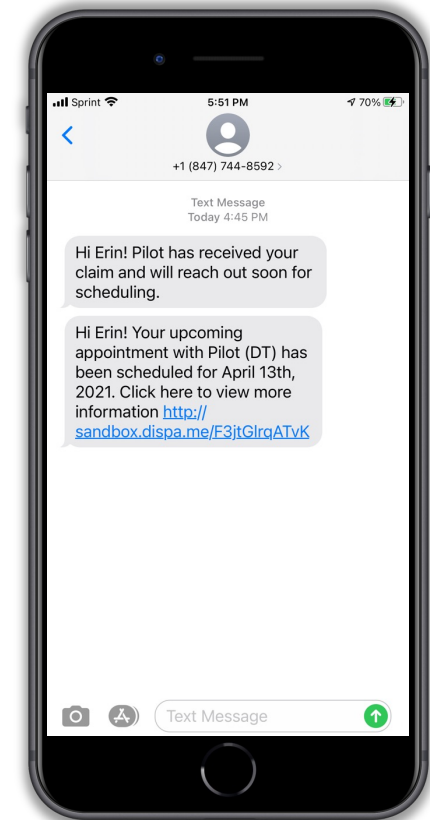
High-Level Overview



Pilot receives claim from the Carrier and sends it to Adjuster



Adjuster receives claim details and can manage it from schedule to completion with Dispatch (Image keeper used during inspection)

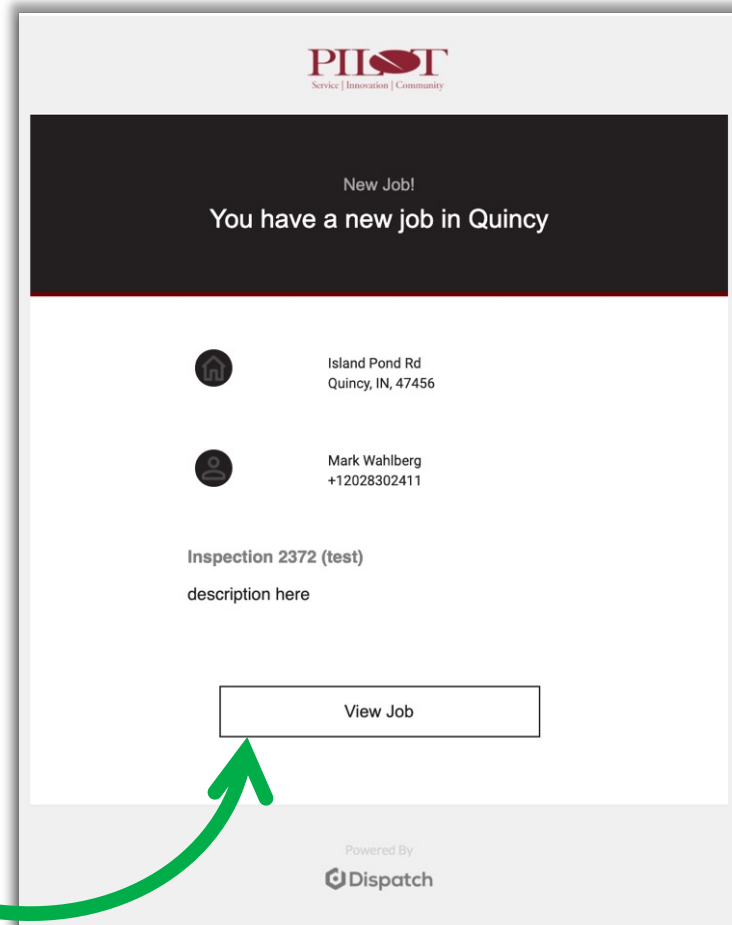


The Insured receives notifications throughout the process, keeping them informed every step of the way!

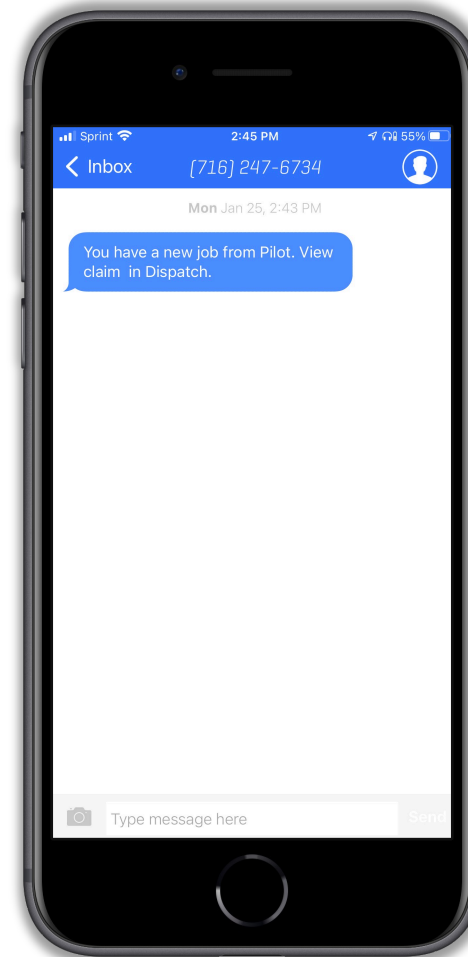
Pilot Flood Claims Workflow

Pilot will send you claims **in Dispatch**

You will be notified about new claims from Pilot via email and SMS



Clicking "View Job" in the email will take you to the Dispatch Desktop app!

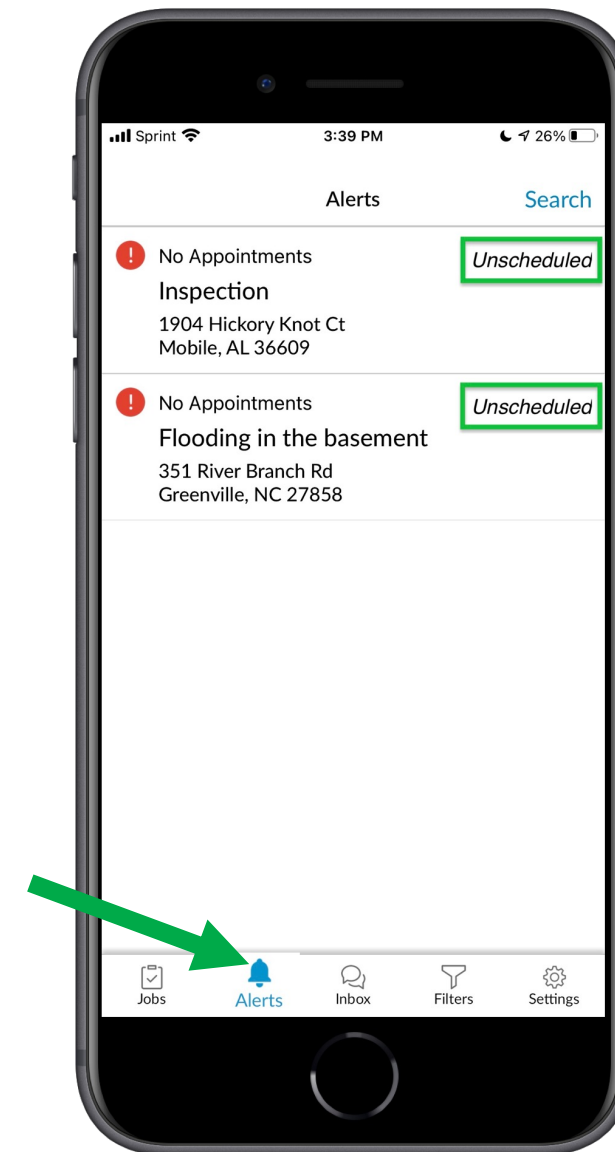


Viewing New Claims

Claims will be shown as 'Unscheduled' Jobs.

To View New Claims:

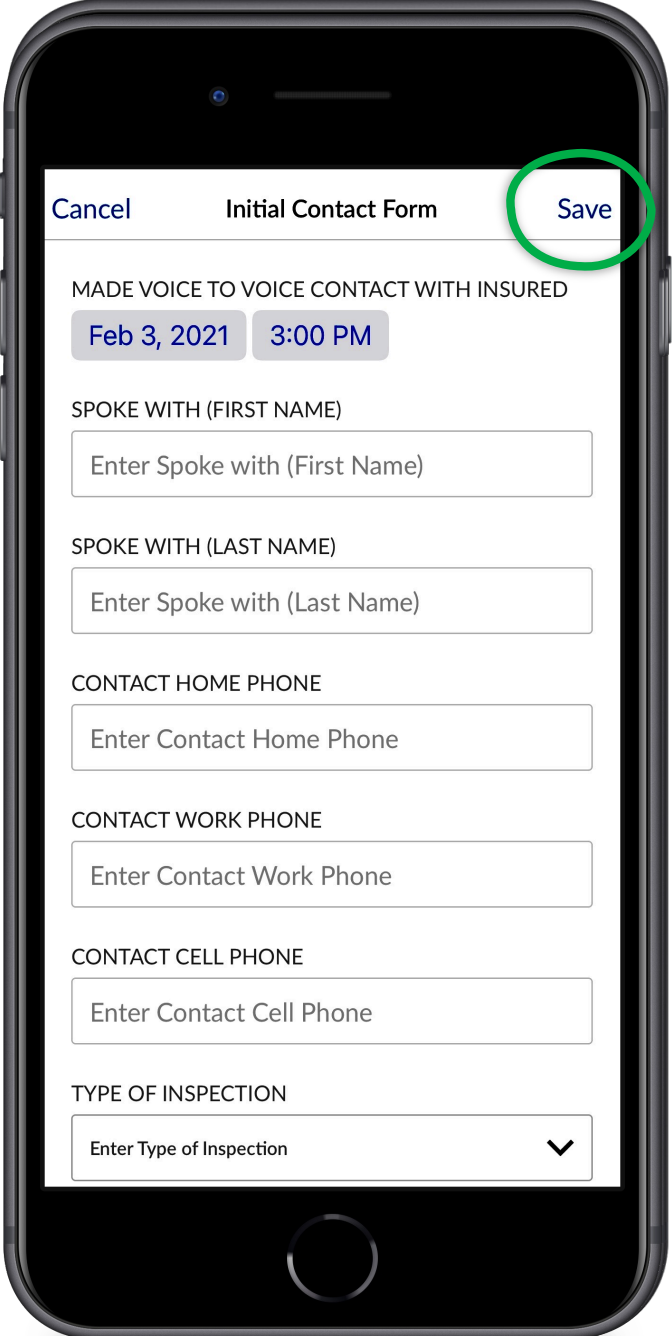
1. Open the Manager Mobile App
2. Select **Alerts** from the menu bar
3. Any new claims will be listed here- click on the claim to view claim details!



Claim Details

Included on this page:

- Inspection Address
- Name and Contact information for the Insured
- The option to call or text the Insured directly from the app
- Claim details sent by Pilot
- Initial Contact Form for Completion
- Engineer Request Form

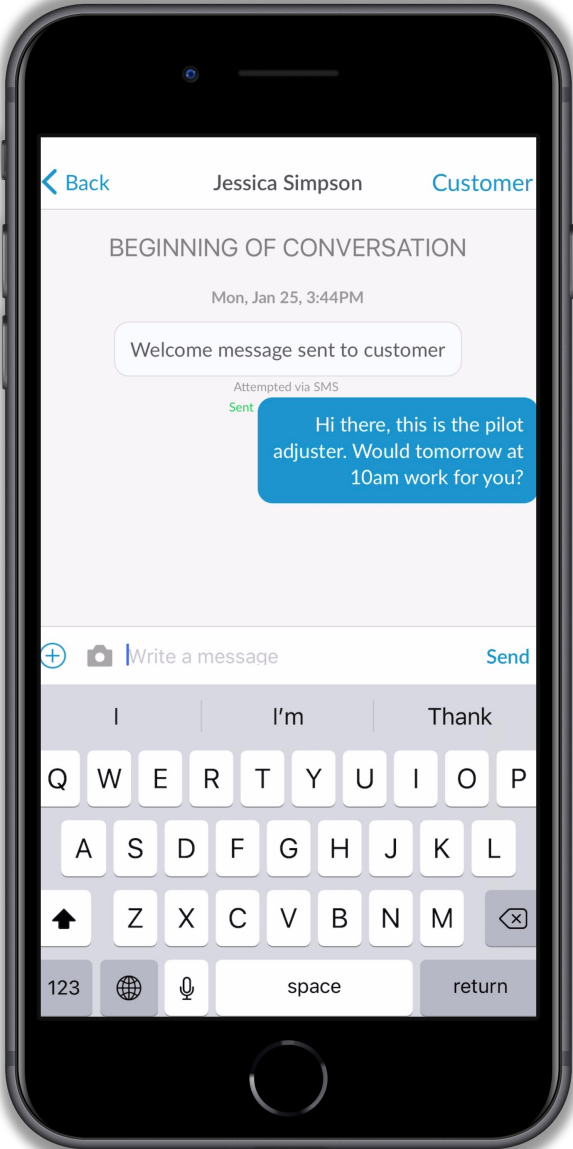
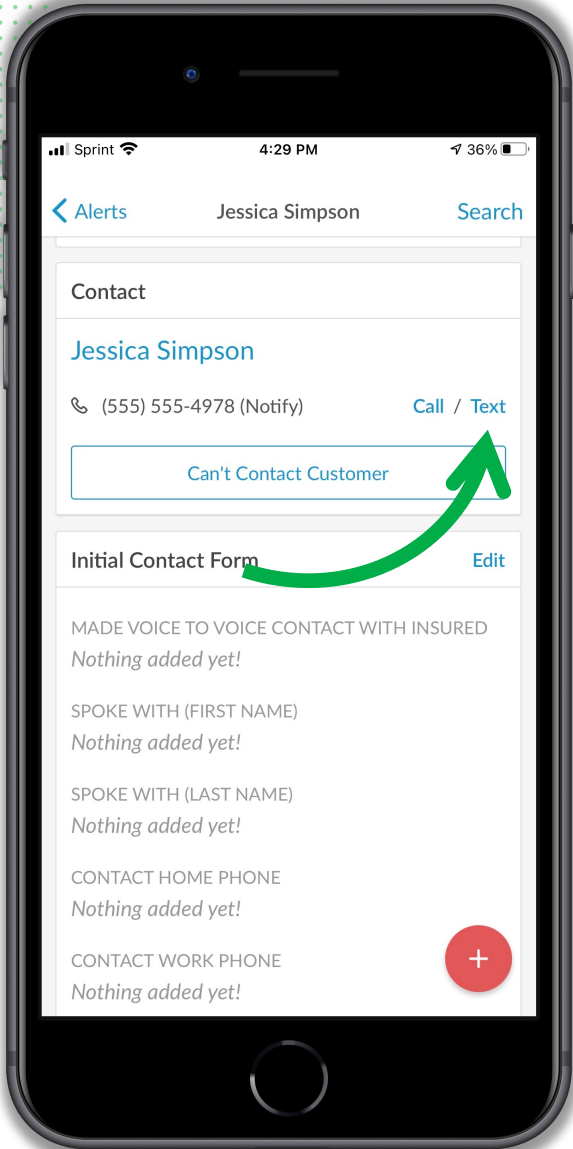


The image shows a smartphone screen displaying the 'Initial Contact Form'. The form has a header with 'Cancel', 'Initial Contact Form', and 'Save' buttons. The 'Save' button is circled in green. The form content includes:

- MADE VOICE TO VOICE CONTACT WITH INSURED
 - Feb 3, 2021
 - 3:00 PM
- SPOKE WITH (FIRST NAME)
 - Enter Spoke with (First Name)
- SPOKE WITH (LAST NAME)
 - Enter Spoke with (Last Name)
- CONTACT HOME PHONE
 - Enter Contact Home Phone
- CONTACT WORK PHONE
 - Enter Contact Work Phone
- CONTACT CELL PHONE
 - Enter Contact Cell Phone
- TYPE OF INSPECTION
 - Enter Type of Inspection

Inbox Messaging

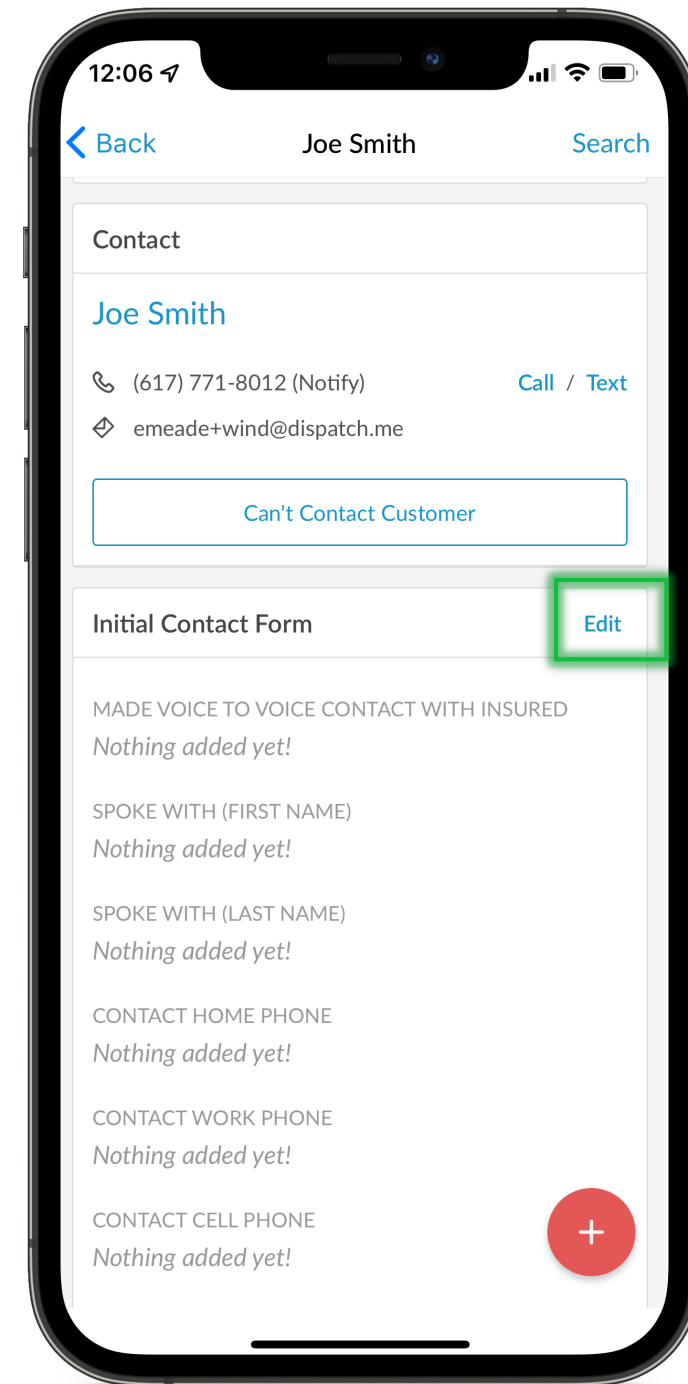
Exchange direct messages with the Insured within the app.



Initial Contact Form

Included on the Claim Details page and can be edited via Mobile App or Web App.

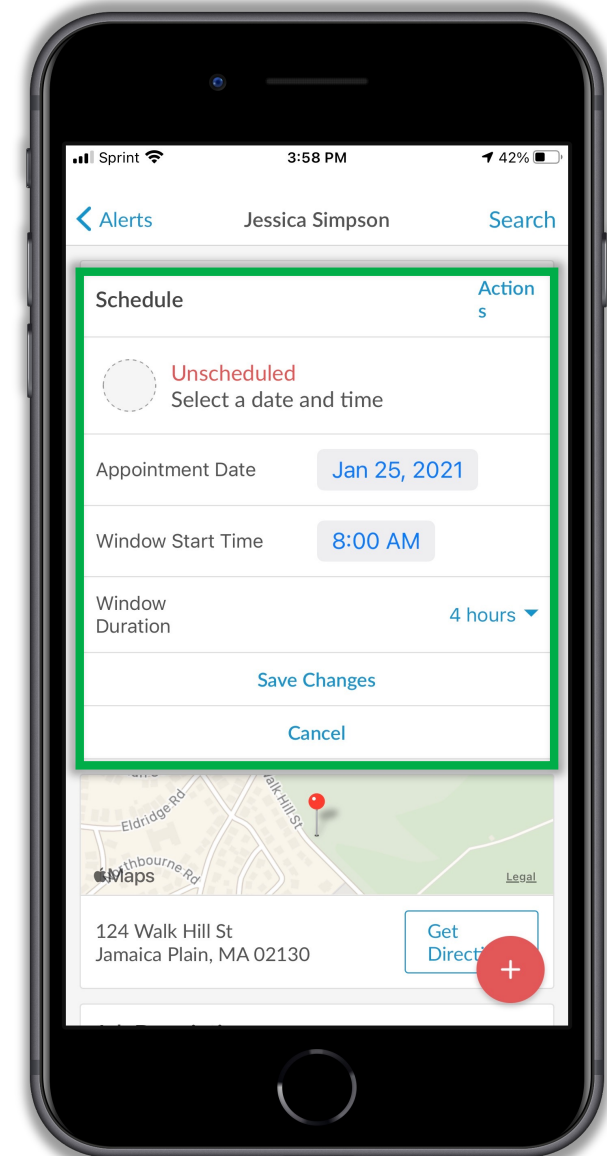
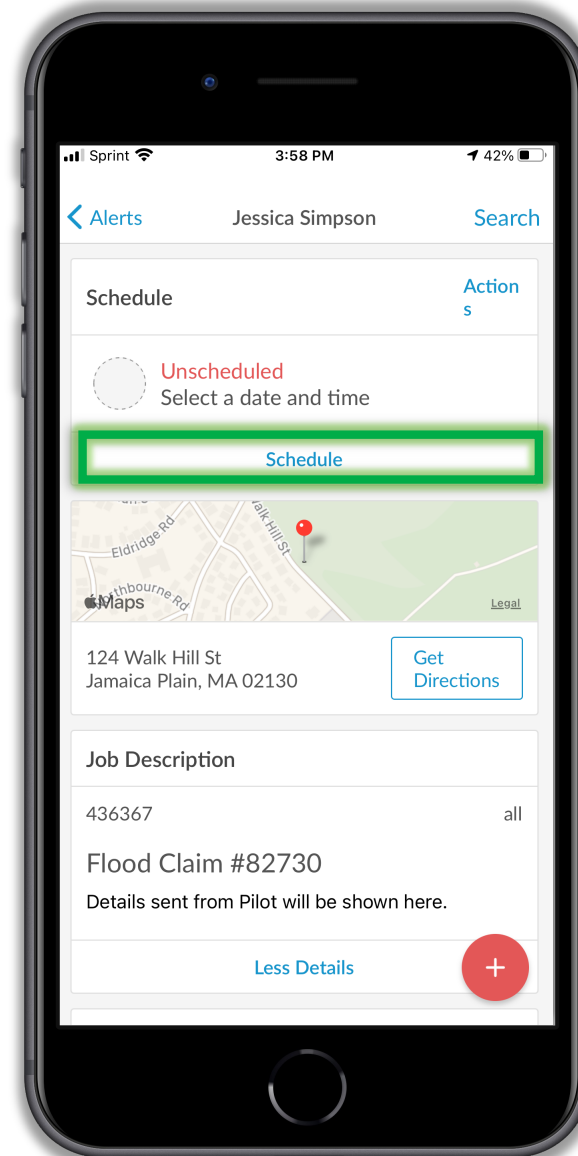
- Click 'Edit' to enter information once you've reached out to the insured for initial contact
- Information entered will be sent to Pilot automatically through the Dispatch and Catalyst integration



Schedule in the App

Once you've established the appointment with the insured, schedule it in Dispatch.

- Select "Schedule" from the claim details page.
- Enter apt date, time, and arrival window duration
- Select 'Save Changes'

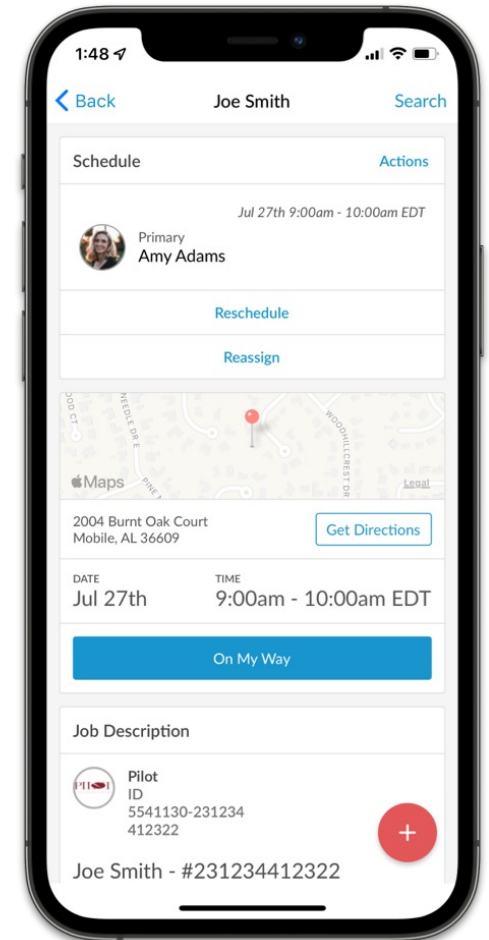
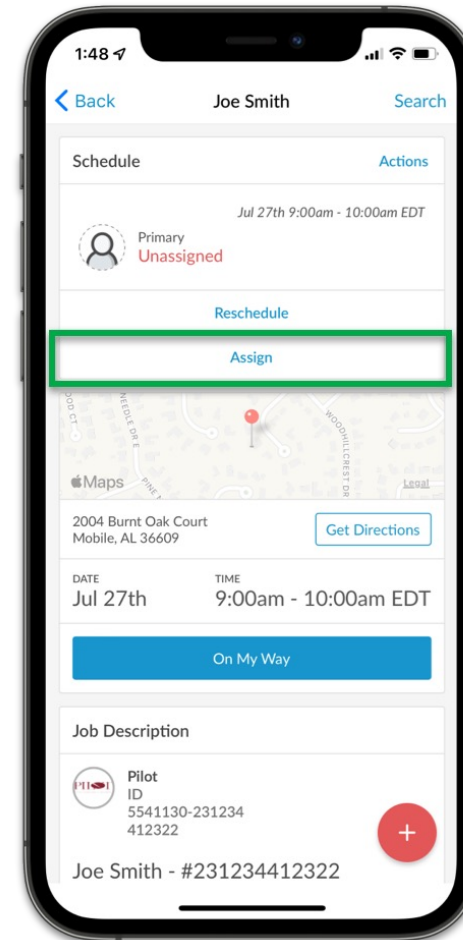
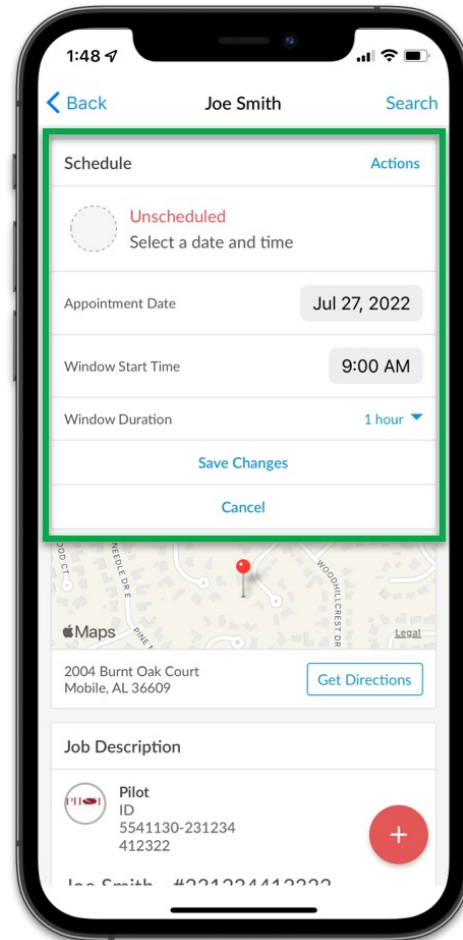


Assign the Appointment to Self in Mobile

After you schedule the appointment in Dispatch:

- Tap 'Assign'
- Tap on your name

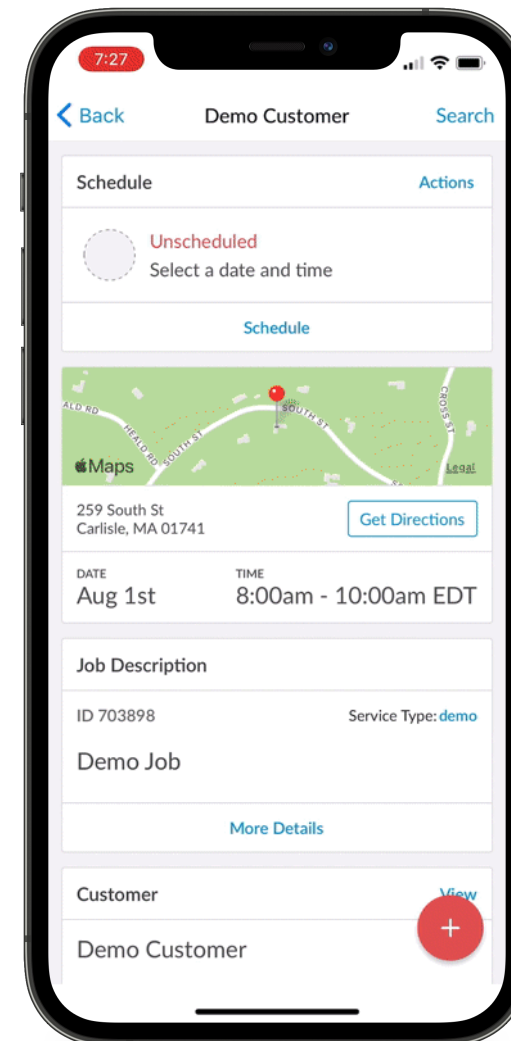
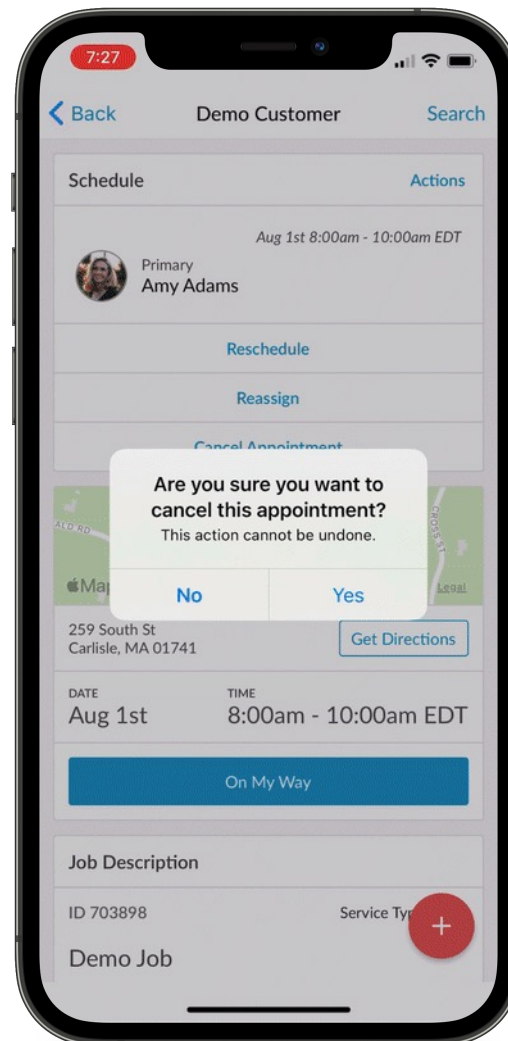
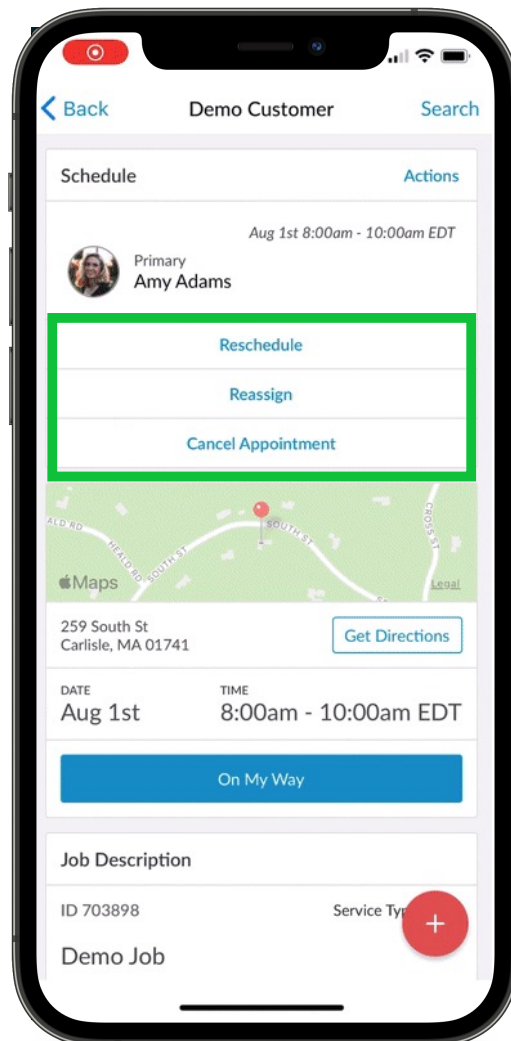
This step is important so that the insured will get automatic updates!



Need to Reschedule?

Tap 'Reschedule' to reschedule the appointment.

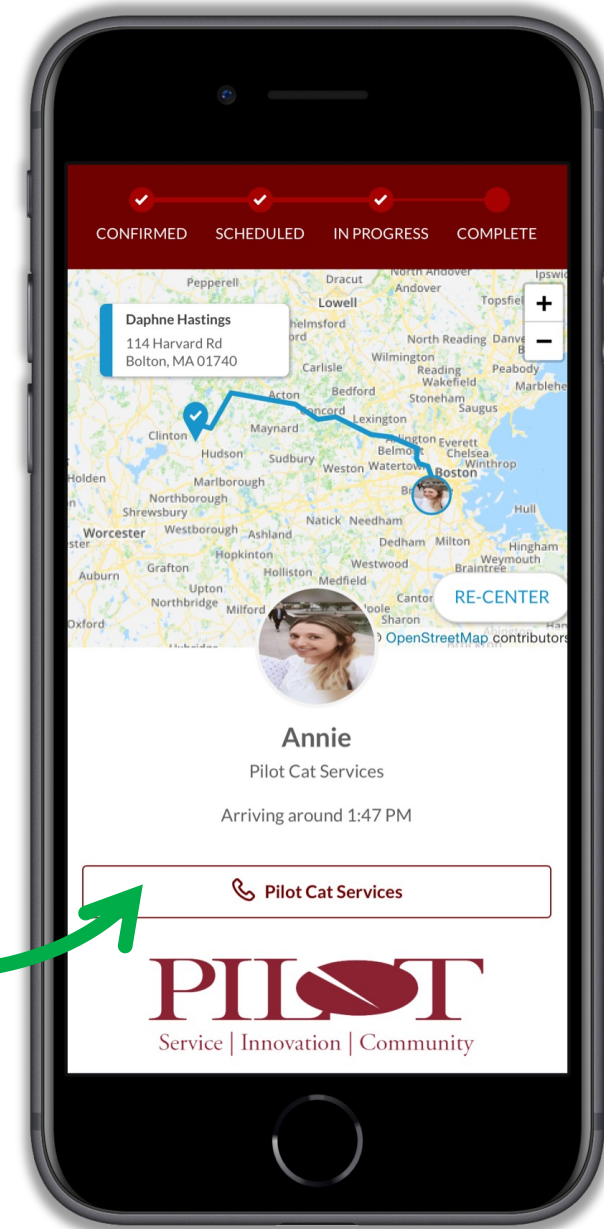
If you need to reschedule, but do not know the new appt date, tap 'Cancel Appointment' and the job status will go back to 'Unscheduled'.



Day of the Apt: Press “On My Way”

When you're ready to head over for the inspection, push the “On My Way” button to let the insured know!

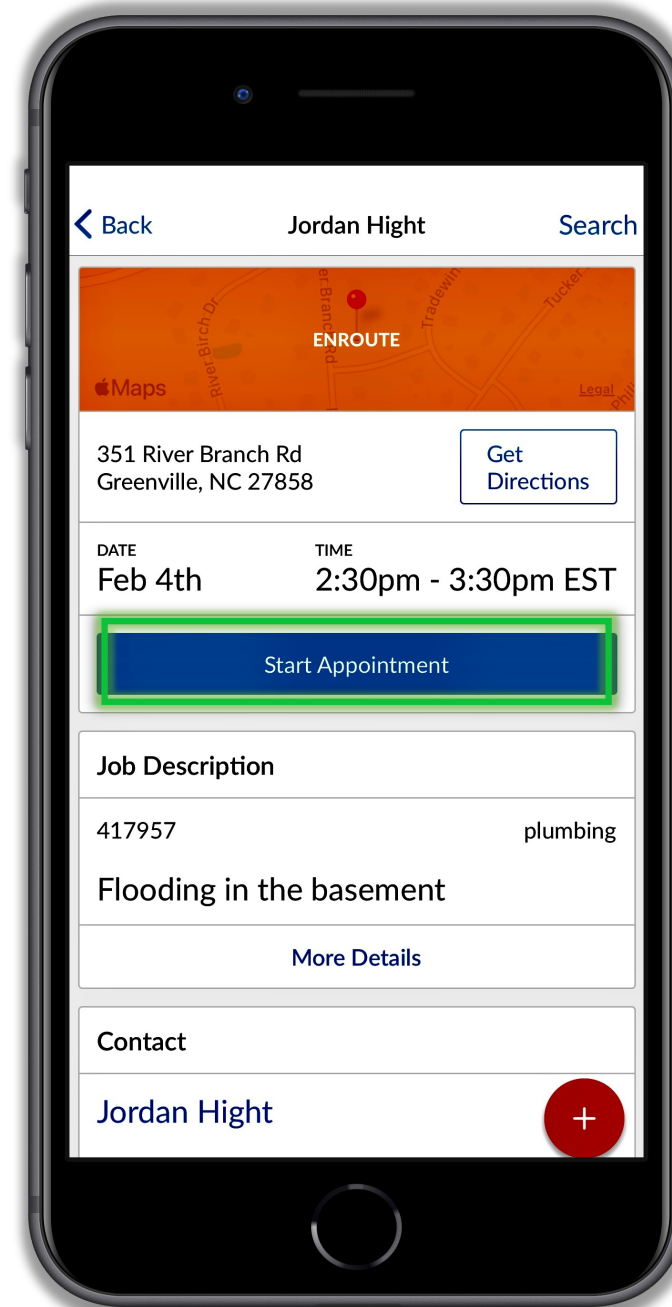
- The insured will be sent an email and SMS with a link to the status page
- Status page shows the route and a real-time ETA that takes traffic into account while you drive.
- The Insured can call if they have any special instructions or need to cancel
- Tracking shuts down as soon as you arrive and select ‘Start Appointment’



On-Site: Start Appointment

Once you arrive on-site, press the **Start Appointment** button and perform the inspection.

Use Image Keeper as you normally would throughout the inspection.



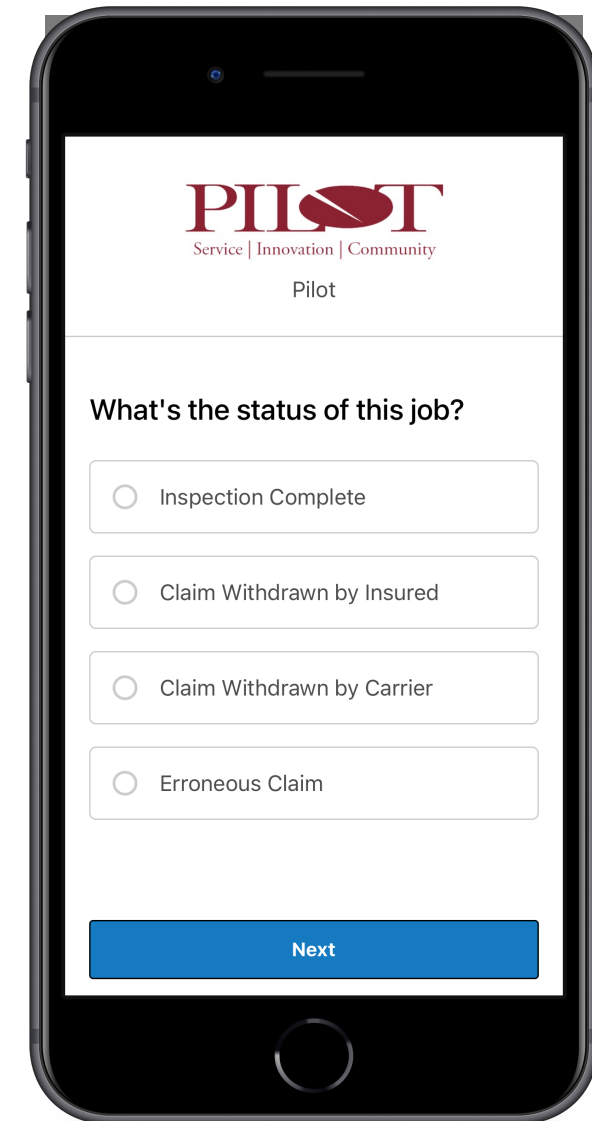
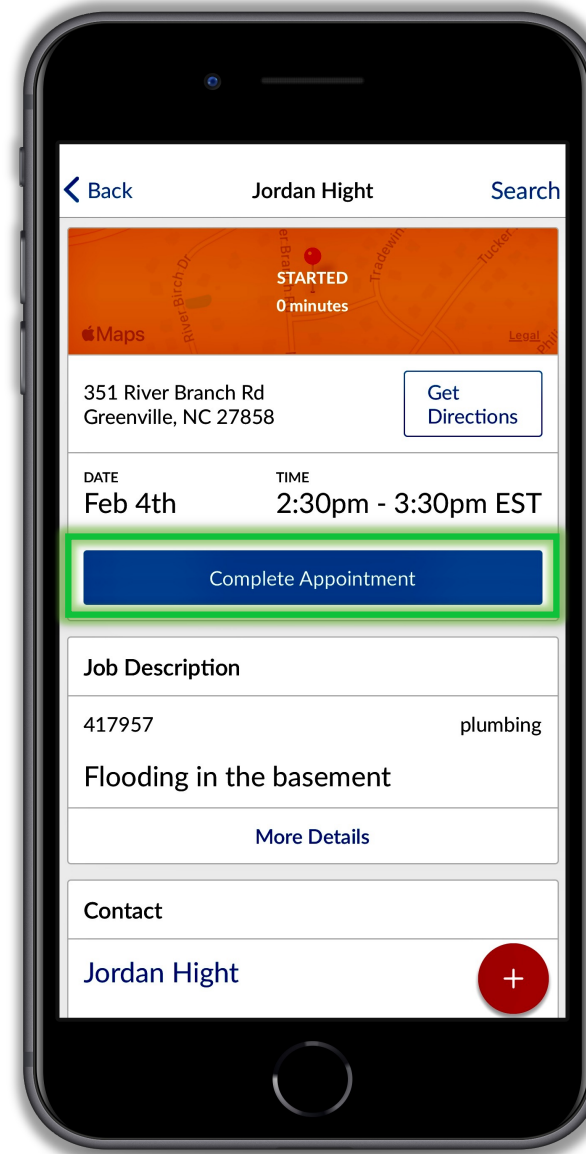
Complete Appointment Reason

When the appointment is over
Select Complete Appointment in Dispatch.

You will be shown the complete reasons:

- Inspection Complete
- Claim Withdrawn by Insured
- Claim Withdrawn by Carrier
- Erroneous Claim

Select the reason which describes why
this **appointment** is over, then select 'Next'



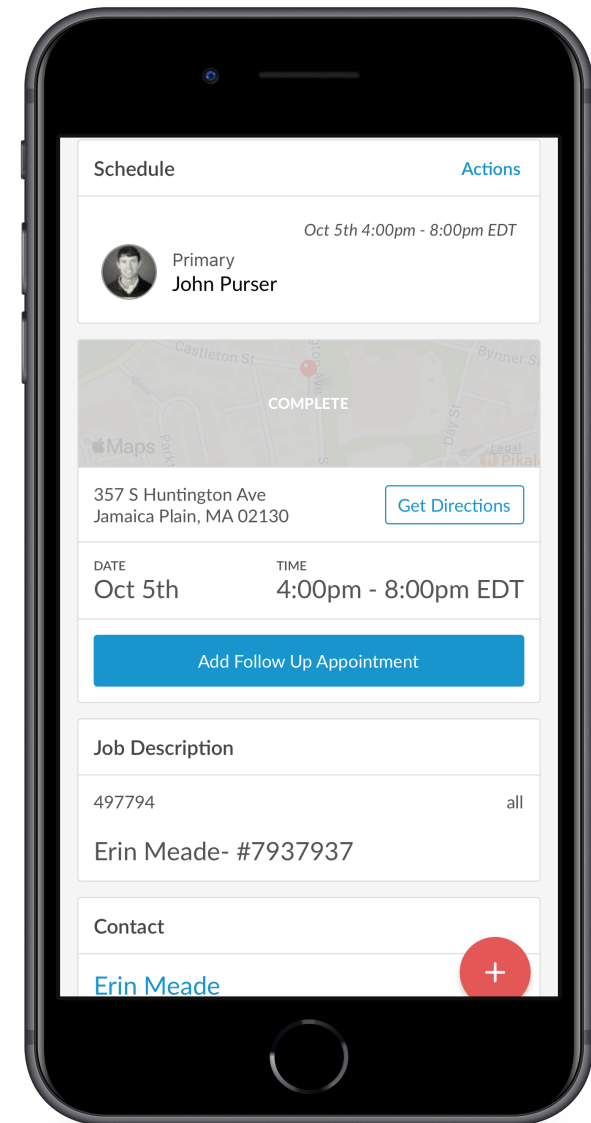
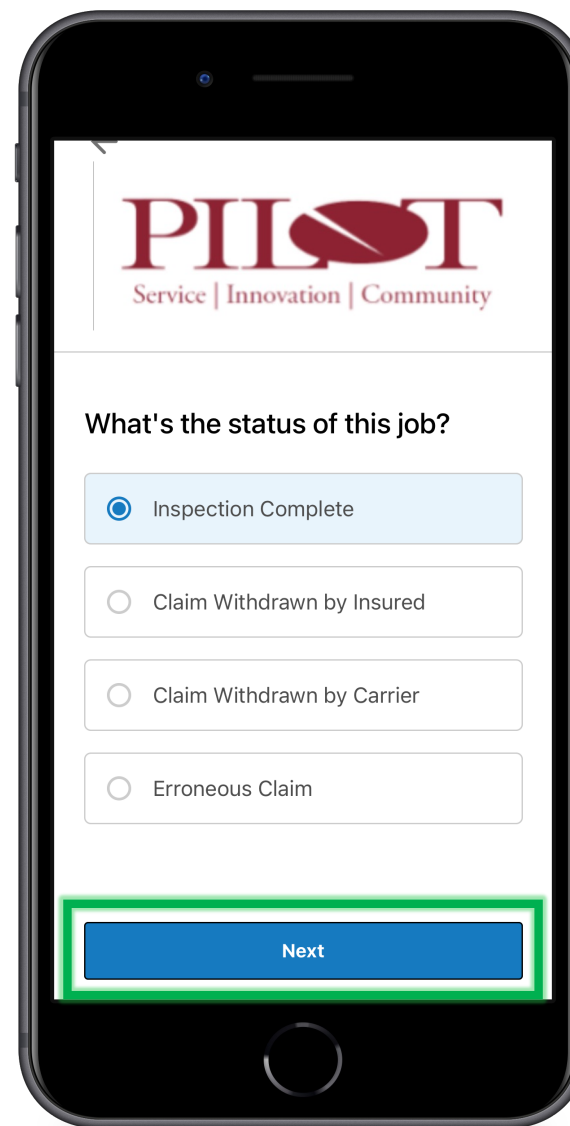
Complete Status

After you select the reason that the appointment is over and then select 'Next'...

The appointment will now be marked as complete and shown in gray.

This is the last step taken in Dispatch on a Flood claim.

You will complete the Final Report in Xactimate within 5-7 days, per usual.





Workflow Summary

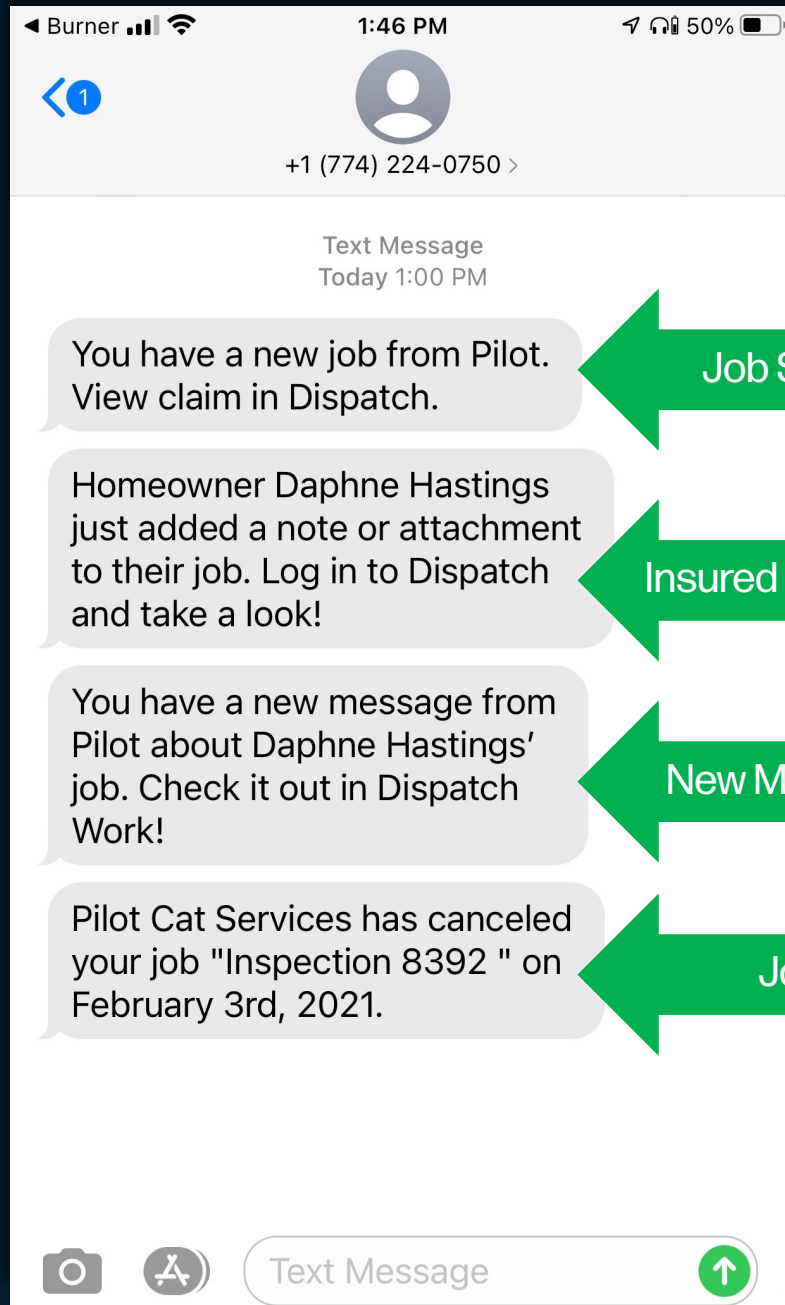
1. You will be notified that new work from Pilot is available to view in Dispatch. You will be notified via email and text message (add these during initial setup!)
2. View claim details in Dispatch and contact the Insured.
3. Complete Initial Contact Form in Dispatch.
4. Push the “On My Way” button in Dispatch when you’re ready to go.
5. Push the “Start Appointment” button in Dispatch upon arrival.
6. Perform the inspection using Image Keeper.
7. Complete the appointment in Dispatch when you’re finished!
8. Complete the Final Report in Xactomate, as you always have.



Pilot Flood Claims

Adjuster Notifications

Adjuster Notifications

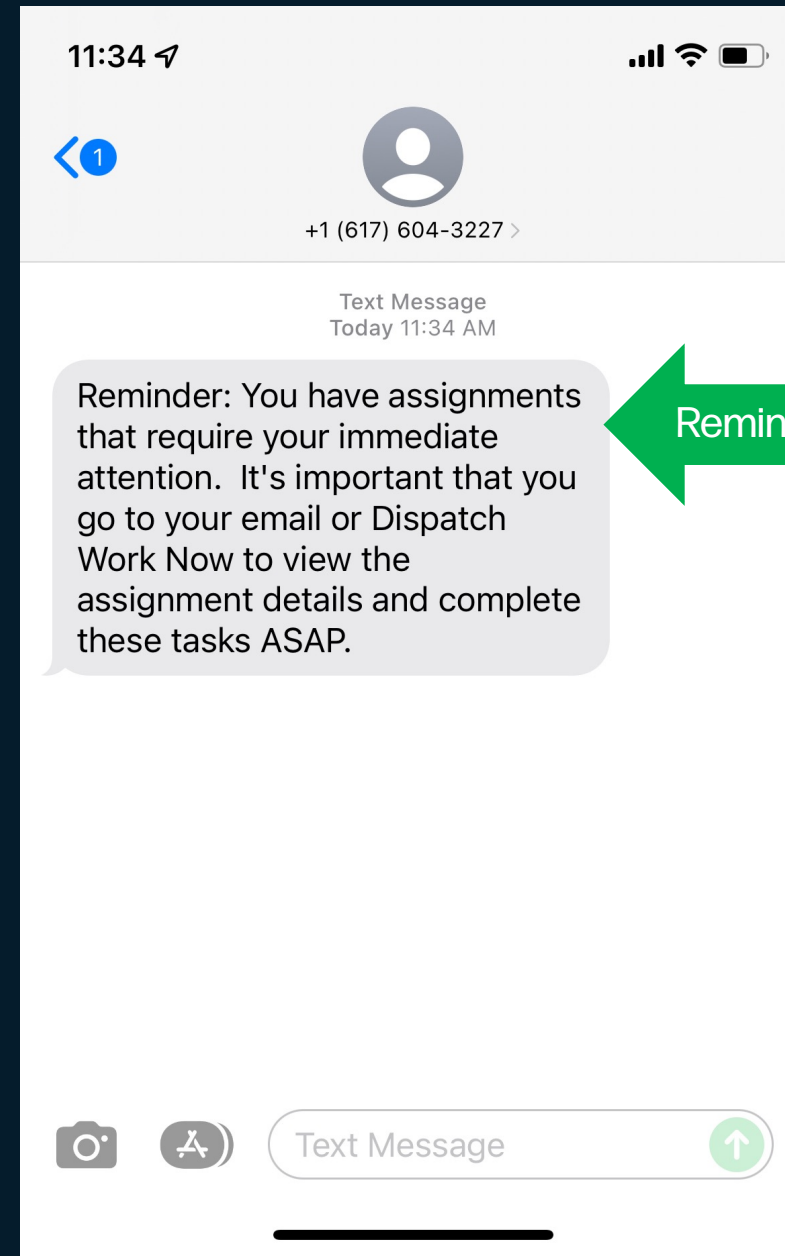


Job Sent to Adjuster

Insured adds photo or note

New Message from Pilot

Job Canceled

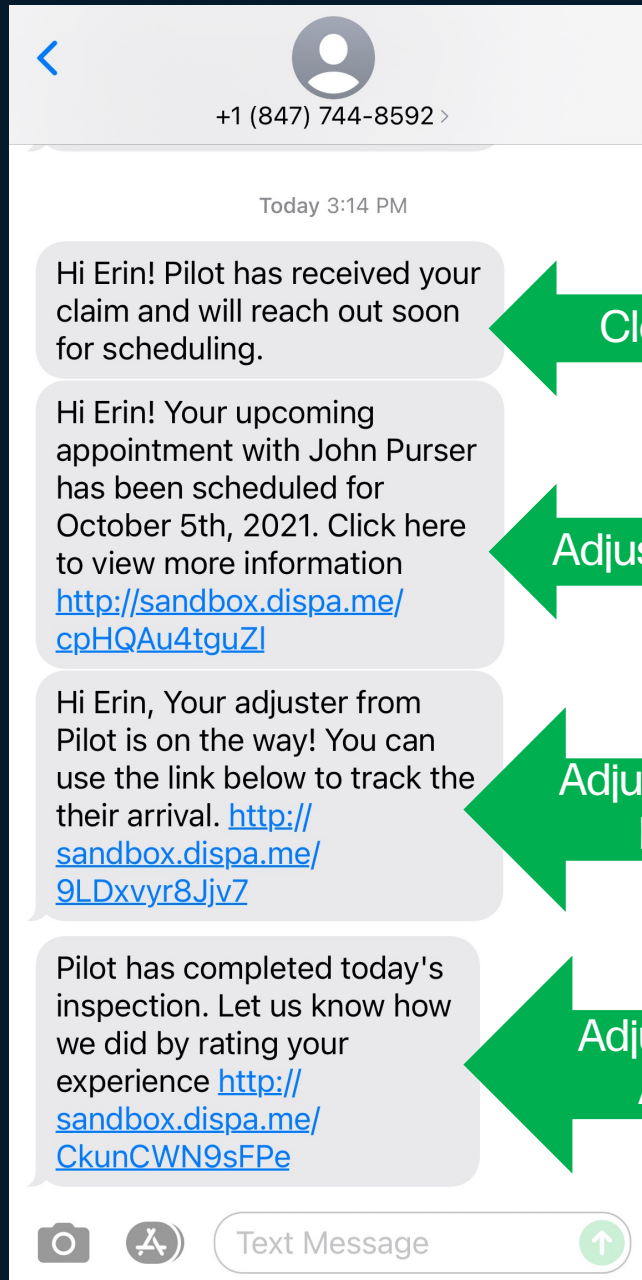


Reminder Sent to Adjuster



Pilot Flood Claims

Insured Notifications



Claim Sent to Adjuster

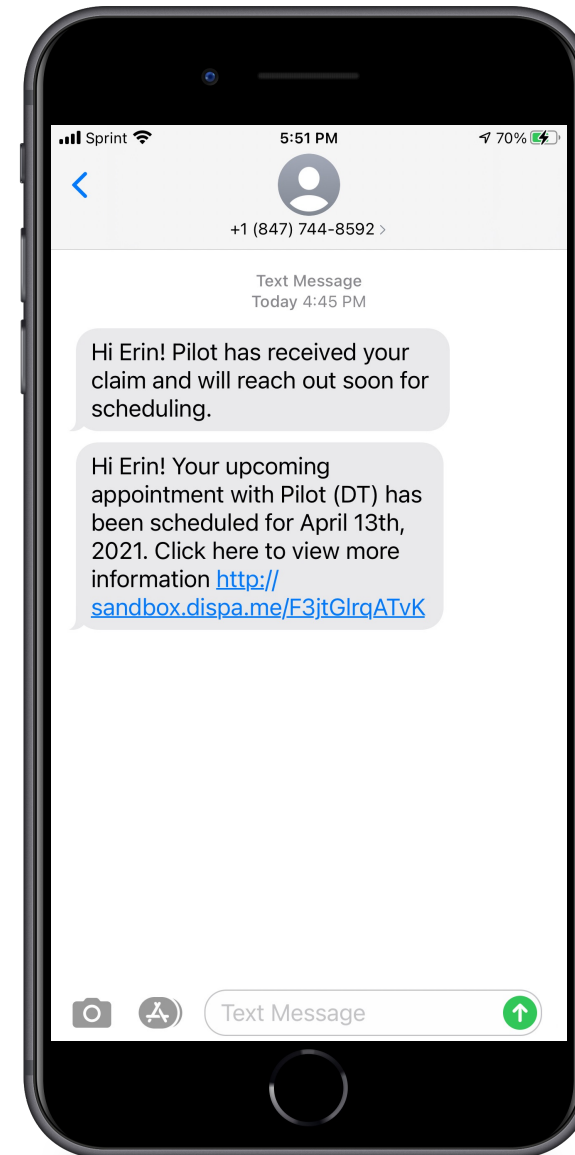
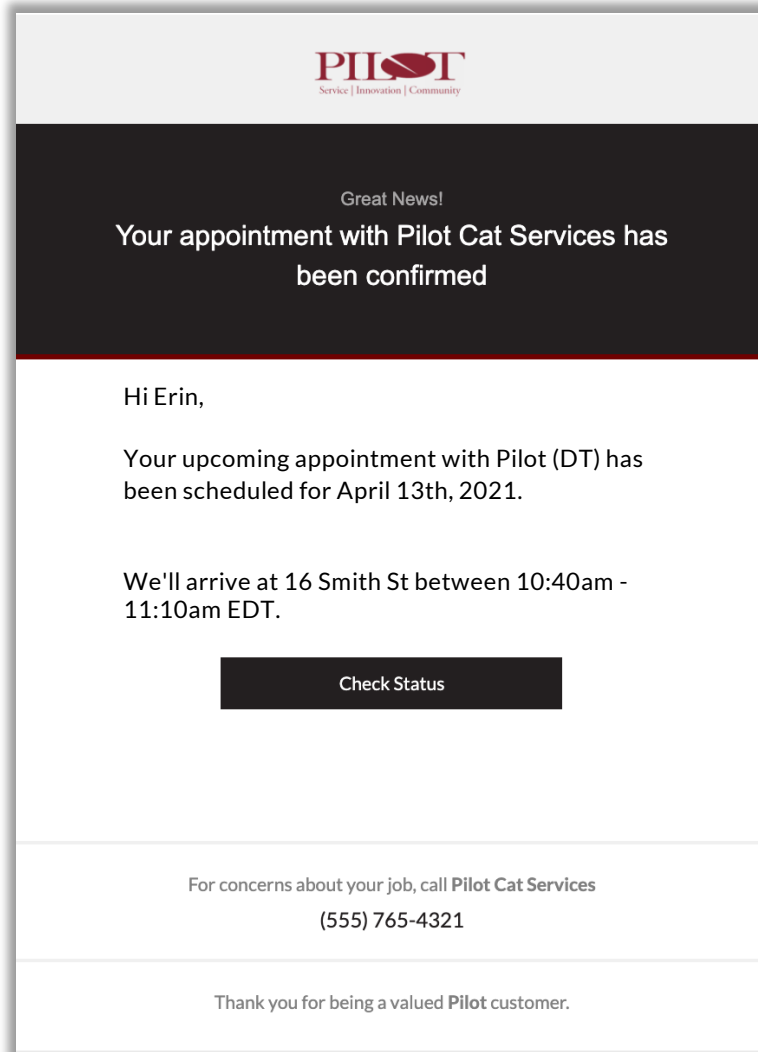
Adjuster Schedules in Dispatch

Adjuster pushes 'On My Way' button in mobile app

Adjuster pushes 'Complete Appointment' button

Auto Confirmation → The Insured

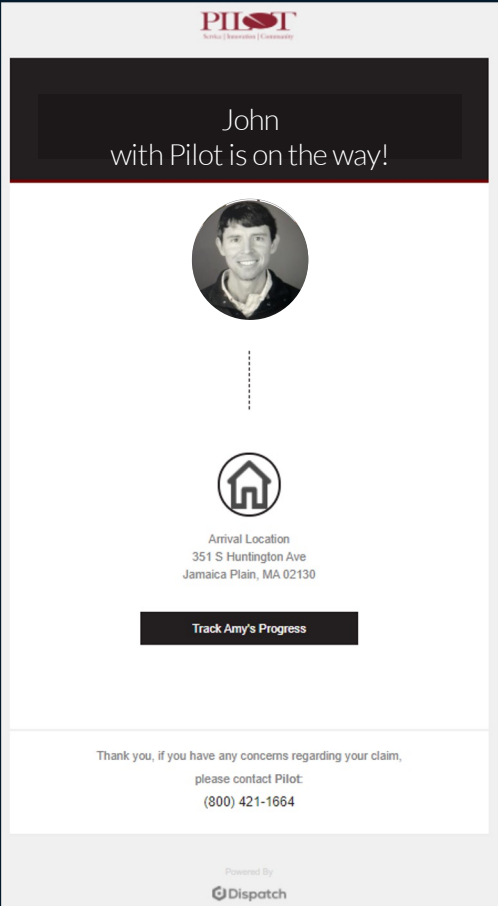
Email and SMS Notifications



Adjuster pushes 'On My Way' button

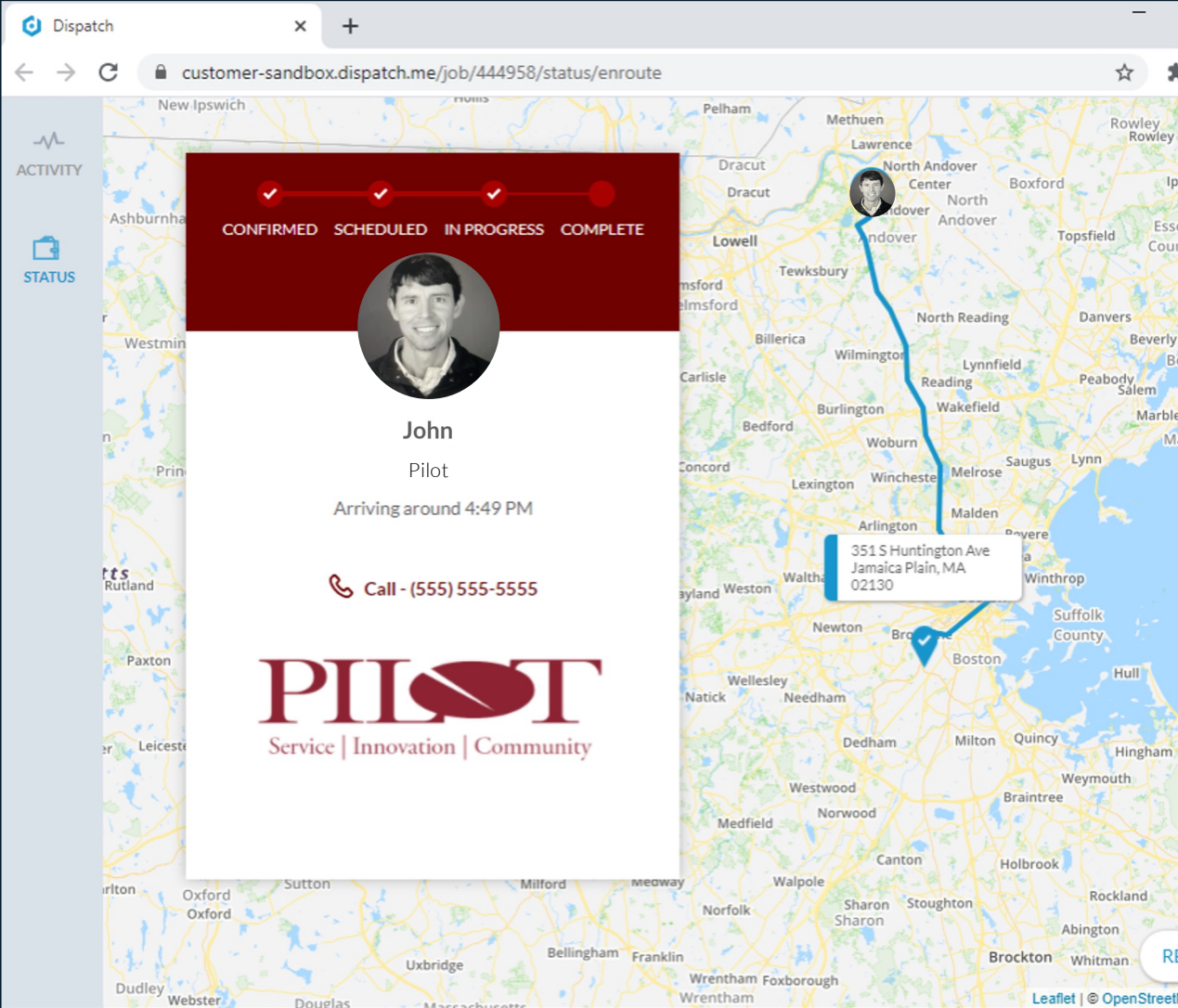
Hi Erin, Your adjuster from Pilot is on the way! You can use the link below to track their arrival. <http://sandbox.dispa.me/ea9PpQEDH0GN>

Text Message



The email notification features the Pilot logo at the top. Below it, a dark banner contains the text "John with Pilot is on the way!". A circular profile picture of John follows, with a vertical dotted line underneath. Below the photo is a house icon and the text "Arrival Location 351 S Huntington Ave Jamaica Plain, MA 02130". A "Track Amy's Progress" button is positioned below the address. At the bottom, a thank-you message and contact information for Pilot are provided, along with a "Powered By Dispatch" logo.

Email



The map view shows a browser window with the URL "customer-sandbox.dispatch.me/job/444958/status/enroute". A sidebar on the left includes "ACTIVITY" and "STATUS" sections. The main content area features a progress bar with four stages: "CONFIRMED", "SCHEDULED", "IN PROGRESS", and "COMPLETE", with the first three marked with checkmarks. Below the progress bar is a circular profile picture of John, his name "John Pilot", and the text "Arriving around 4:49 PM". A "Call - (555) 555-5555" button is also present. The Pilot logo and tagline "Service | Innovation | Community" are at the bottom. The background is a map of the Boston area with a blue route line and a location pin at "351 S Huntington Ave, Jamaica Plain, MA 02130".

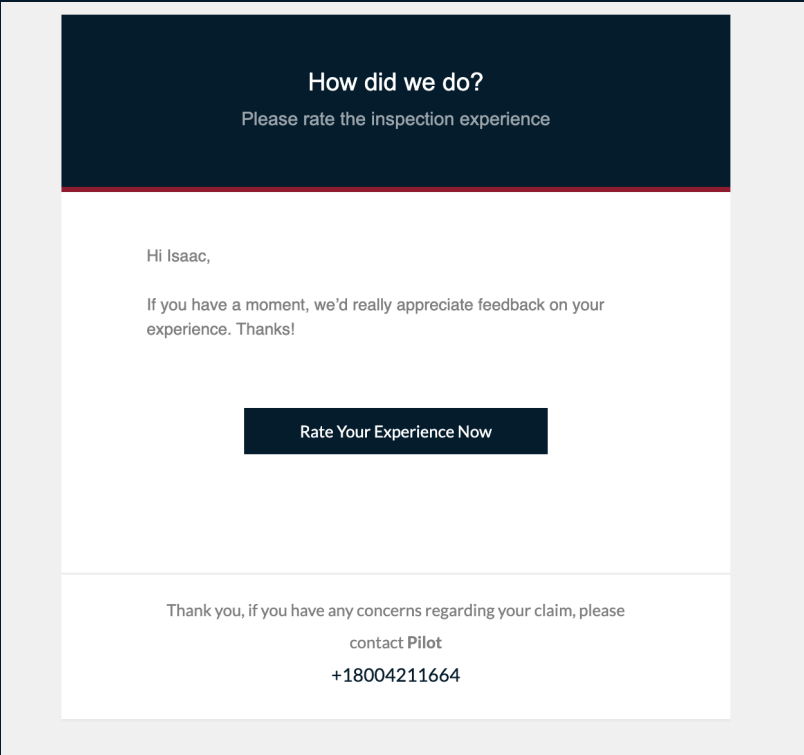
Map view with Adjuster's real-time ETA

Adjuster pushes 'Appointment Completed' button

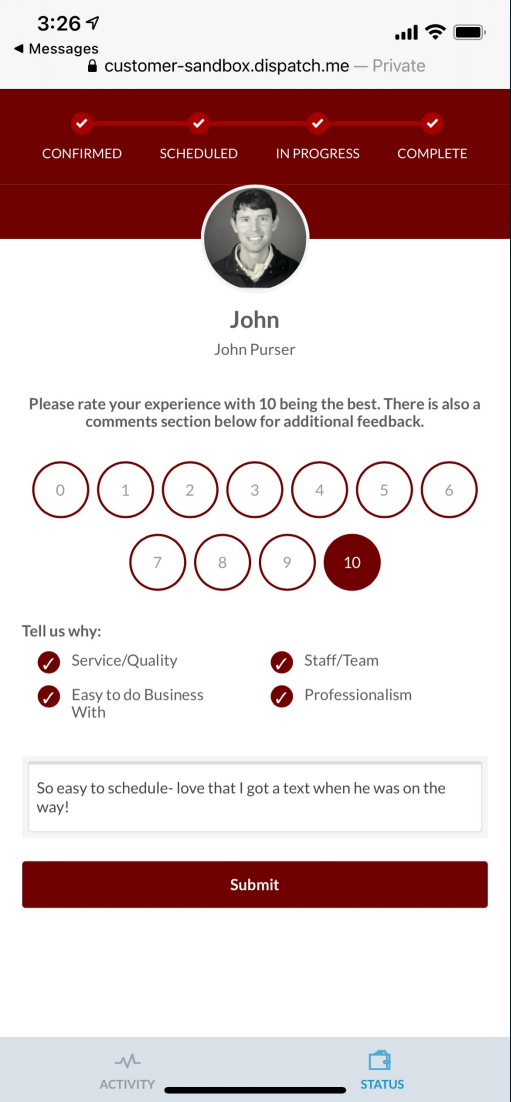
(Reason= Inspection Completed)

Pilot has completed today's inspection. Let us know how we did by rating your experience <http://sandbox.dispa.me/CI9P0aPDXSYs>

Text Message



Email



Survey for the Insured

Technical Support & Training

Trouble logging in?

Virtual Claim Support

virtualclaimssupport@pilotcat.com

Text Support: 251-551-5195

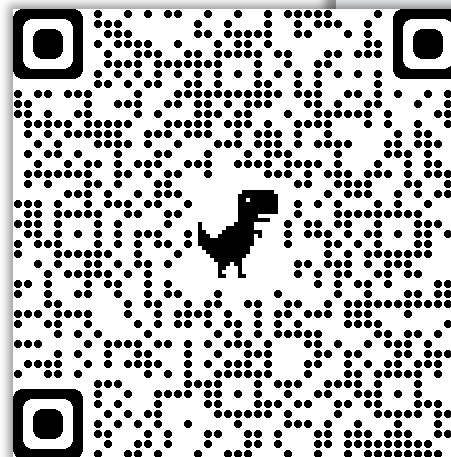
PFMadjuster@ptsemail.com

Questions about the App?

Dispatch Support

Support@dispatch.me

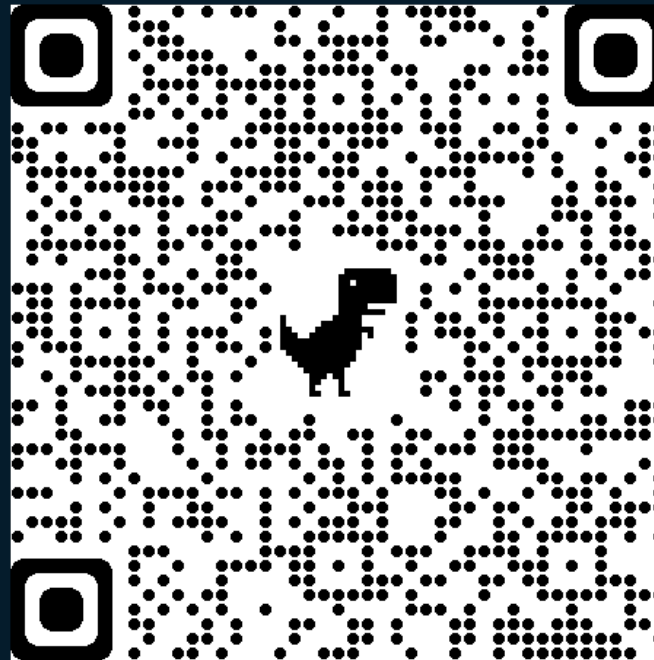
9am -6pm ET



A screenshot of a web browser window. The address bar shows the URL 'app.getguru.com/card/TkK485Bc/Pilot-Flood-Claims-T...'. The page content includes a green checkmark icon and the text 'This content is verified'. Below this, the title 'Pilot Flood Claims Training Content for Adjusters (PUBLIC)' is displayed. A blue link 'FAQ- Pilot Flood Claims in Dispatch.pdf' is shown. The page is organized into sections: 'Step 1: Download Dispatch Manager Mobile App:' with links for Google Play Store and iTunes App Store; 'Step 2: Initial Setup' with instructions on how to use the app or browser and links for mobile and computer setup; and 'Step 3: Using Dispatch for Pilot Flood Claims' with links for updating flood claims and storm prep. A red heading 'HAVING TROUBLE LOGGING IN?' is followed by a link to view what can be done.



Guides for Pilot Flood Adjusters



Scan the QR Code for additional training resources or [click here](#)