



# WARRIOR MOBILE



## END USER GUIDE



Illinois, Indiana, Iowa, Kansas,  
Missouri and Wisconsin



UNITED  
SECURITY  
HEALTH AND CASUALTY  
INSURANCE COMPANY

Illinois, Indiana, and Arkansas





**DOWNLOAD OUR APP ON THE APP STORE OR GOOGLE PLAY**  
**TAKE ADVANTAGE OF THIS QUICK AND EASY WAY**  
**TO ACCESS YOUR POLICY ANYTIME!**



*The Warrior Mobile App is also available in Spanish when user's device language is set to Spanish.*

Contact Our Registration Support Team  
at 844-281-1605, ext. 4230 for assistance

### **| Acronyms |**

Warrior Insurance Network..... **WIN**

First Chicago Insurance Company..... **FCIC**

United Security Health & Casualty Insurance Company..... **USH&C**



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### WELCOME

Congratulations and Welcome! Thank you for downloading the Warrior Insurance Network (WIN) Mobile App! It is time to get started!

### LOGGING INTO THE APP ON YOUR APPLE OR ANDROID PHONE

When you log in to the app for the first time, you will be prompted to do the following:

1. The first step is to set up your **Warrior Mobile App Account**. Under the blue Login button, please click on the **Sign-up** prompt and you will be directed to the Policyholder Registration screen. See **Figure 1**.



Figure 1



## POLICYHOLDER REGISTRATION | SETTING UP YOUR WARRIOR MOBILE APP

2. To get started please enter your **First Name, Last Name, Policy Holder Number** and **ZIP Code**. Please ensure the information you entered is exactly as it appears on your FCIC/USH&C policy. If the information is correct, click the **Continue** button. See **Figure 2**.

*Please note:*

- It is important your first and last name are entered exactly as it appears on your personal automobile insurance policy. For example, if your proper first name is James, DO NOT enter it as Jimmy or Jim.
- When entering your Policy Number, please enter it exactly as it appears. Your Policy Number will have a space and include a dash. For example, USL 739096-00, NOT USL73909600. Your **First Chicago Insurance Company (FCIC)/United Security Health and Casualty Insurance Company (USH&C)** Policy Number contains capital letters, so please ensure you provide your FCIC/USH&C Policy Number exactly as it appears. The web app will automatically capitalize those three characters. For example, USL 7390096-00, NOT usl 739096-00.

After your Policy details are validated, you will be prompted to proceed and create your account. See **Figure 3**.

The screenshot shows the 'Policyholder Registration' screen. At the top is the 'WARRIOR INSURANCE NETWORK' logo. Below the logo is a instruction: 'Enter First Name, Last Name, Policy Number and Zip Code as per the policy document.' There are four input fields: 'John' (First Name), 'Doe' (Last Name), 'ILS 000000-00' (Policy Number), and '60638' (ZIP Code). A blue 'Continue' button is at the bottom.

Figure 2

The screenshot shows the 'Policyholder Registration' screen after validation. At the top is the 'WARRIOR INSURANCE NETWORK' logo. Below the logo is a message: 'Policy details validated successfully. Proceed to create your mobile account.' There are four input fields: 'Email ID\*', 'Confirm Email ID\*', 'Password\*', and 'Confirm Password\*'. A blue 'Register' button is at the bottom.

Figure 3

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3. Please enter your **Email ID** to verify your Email is available. See **Figure 4**.
4. After your Email ID is validated, you will proceed to confirm and re-enter your Email ID as well as create your Warrior Mobile App **Password**. Passwords must contain the following:
  - upper case (A-Z)
  - lower case (a-z)
  - number (0-9)
  - special character (e.g. !@\$\*)

Please re-enter the password and make sure they are both correct. Next, click on **Register** button. See **Figure 5**.



Figure 4



Figure 5



## 5. Almost done!

Congratulations! A **confirmation email** has been sent to the **registered Email ID**. See **Figure 6**.

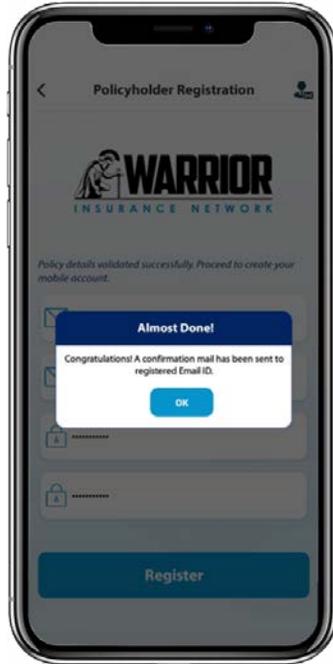


Figure 6

Your Warrior Mobile App Policyholder Registration is almost complete! For your safety, WIN needs to validate your Policyholder Registration information. **We will be sending you a confirmation email to the Email ID you provided.**

Please note that this confirmation email will be sent by Warrior Insurance Network. If you do not receive an email from the Warrior Insurance Network, please contact us at 844-281-1605 ext.4230 for assistance.

## 6. From your Email ID mailbox, please click on the **Confirm** button to complete your registration for the Warrior Mobile App. See **Figure 7**.

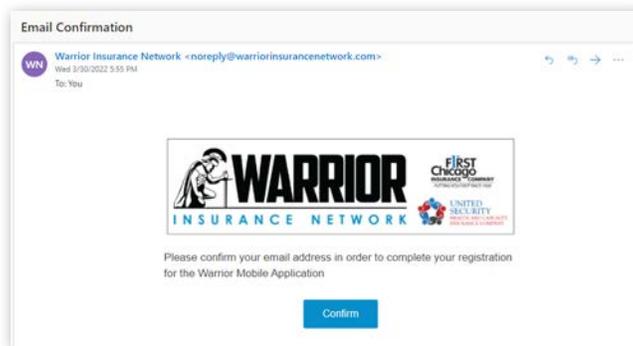


Figure 7

## 7. Please return to the Warrior Mobile App and **click the OK button to proceed with the registration process** and setting up your Warrior Mobile App. Now that your WIN Mobile App is registered, please **log into the Warrior Mobile App**.

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- Please enter your **Email ID** and **Password** and click on the **Login** button. See **Figure 8**.
- Since this is the first time you are officially utilizing the Warrior Mobile App, please **review the Terms & Conditions screen**. After reading the **End User License Agreement**, please click **Disagree or Agree**. See **Figure 9**.
- Next, please read the information on the **Disclosure** screen. At the bottom of this screen, you must **check the Warrior Privacy Policy and agree to the information outlined**. See **Figure 10**.

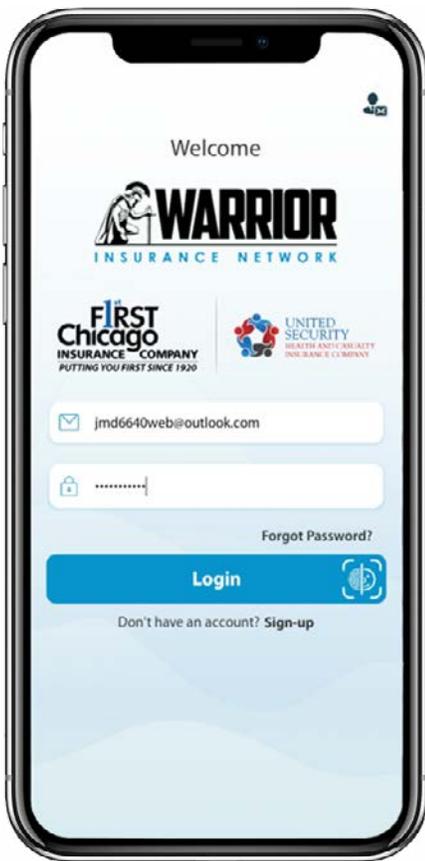


Figure 8

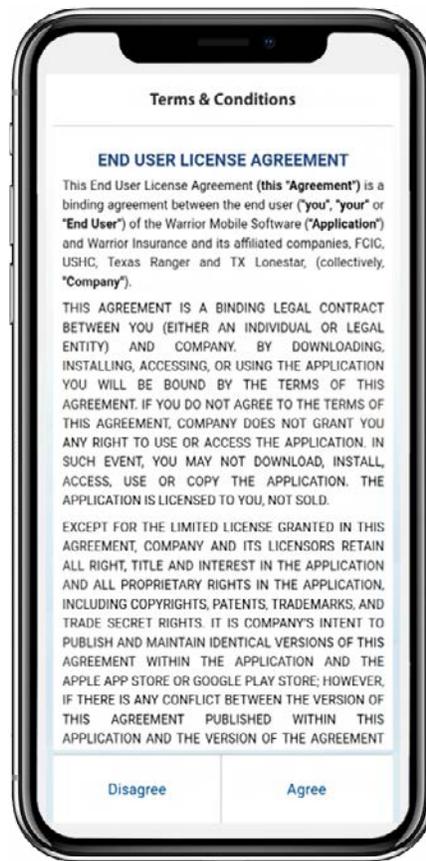


Figure 9

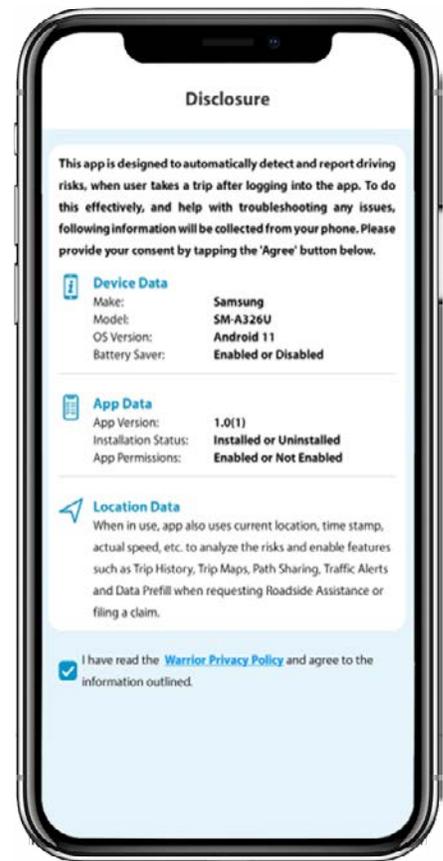


Figure 10



If you tap **Disagree**, access will not be granted and you will be redirected to **LOGIN** screen.



11. Approve requested permissions when prompted (Eg. Media, Phone calls and Location). You will be prompted to select from one of the three authorization settings for Location services. Select **Allow While Using App** and then click on **Enable Always** button in the popup displayed by the app, user will be redirected to location settings screen, you must select **Always** option as shown in **Figure 11**.

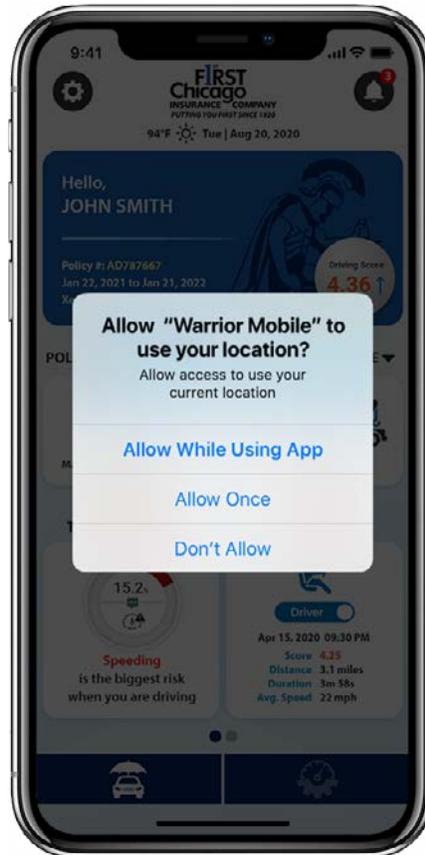


Figure 11



**Precise Location** permission for this app should remain **ON** (default) for accurate trip detection and analysis.

### RECOMMENDED SETTINGS FOR THE APP

We recommend that you use the following settings to optimize your device performance.

On the **Home** screen, tap **Settings**. You will be directed to the Settings screen as shown in **Figure 12**.

On the Settings screen, tap **Recommended Settings**. You will be directed to the Recommended Settings screen as shown in **Figure 13**.

- On the Recommended Settings screen, tap **Enable** for the app to access information from **WiFi, Background App Refresh, GPS, Location** and **Photo Library** services on your phone.
- For iOS users: You will be prompted to select from one of the three authorization settings for **Location Services**. You must select the **Always Allow** option.

Navigate to the **Home** screen to continue using the app.

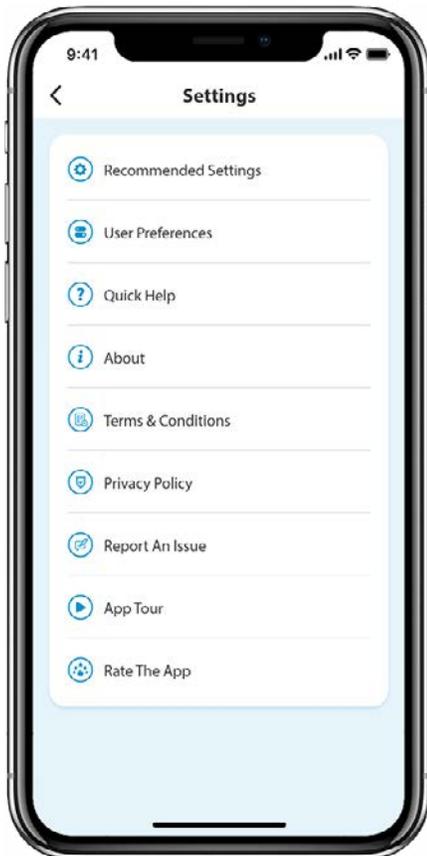


Figure 12

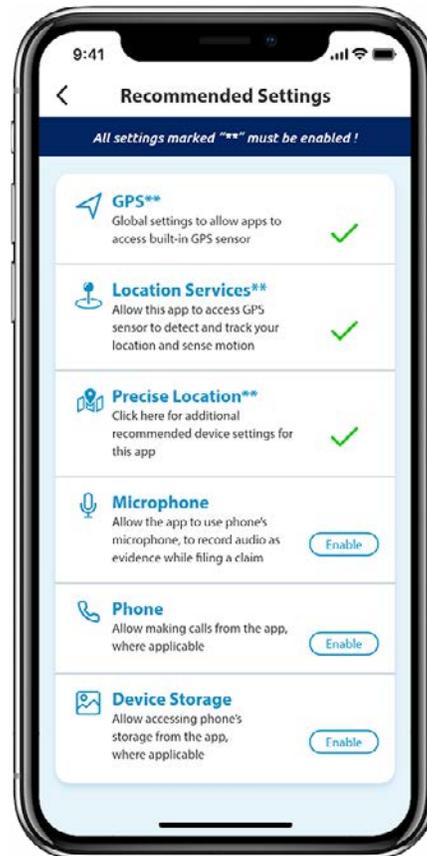


Figure 13



## UNDERSTANDING THE FCIC AND USH&C HOME SCREEN:

From the **Home** screen, you can explore all the features of your **Warrior Mobile FCIC and USH&C app**.

On **Dashboard**, provide all permissions like Location, Notifications, Phone calls and Media when requested and view the features on the dashboard as shown in the **Figure 14**.

Click on **More** button to view all the **FCIC or USH&C Policy Services**.

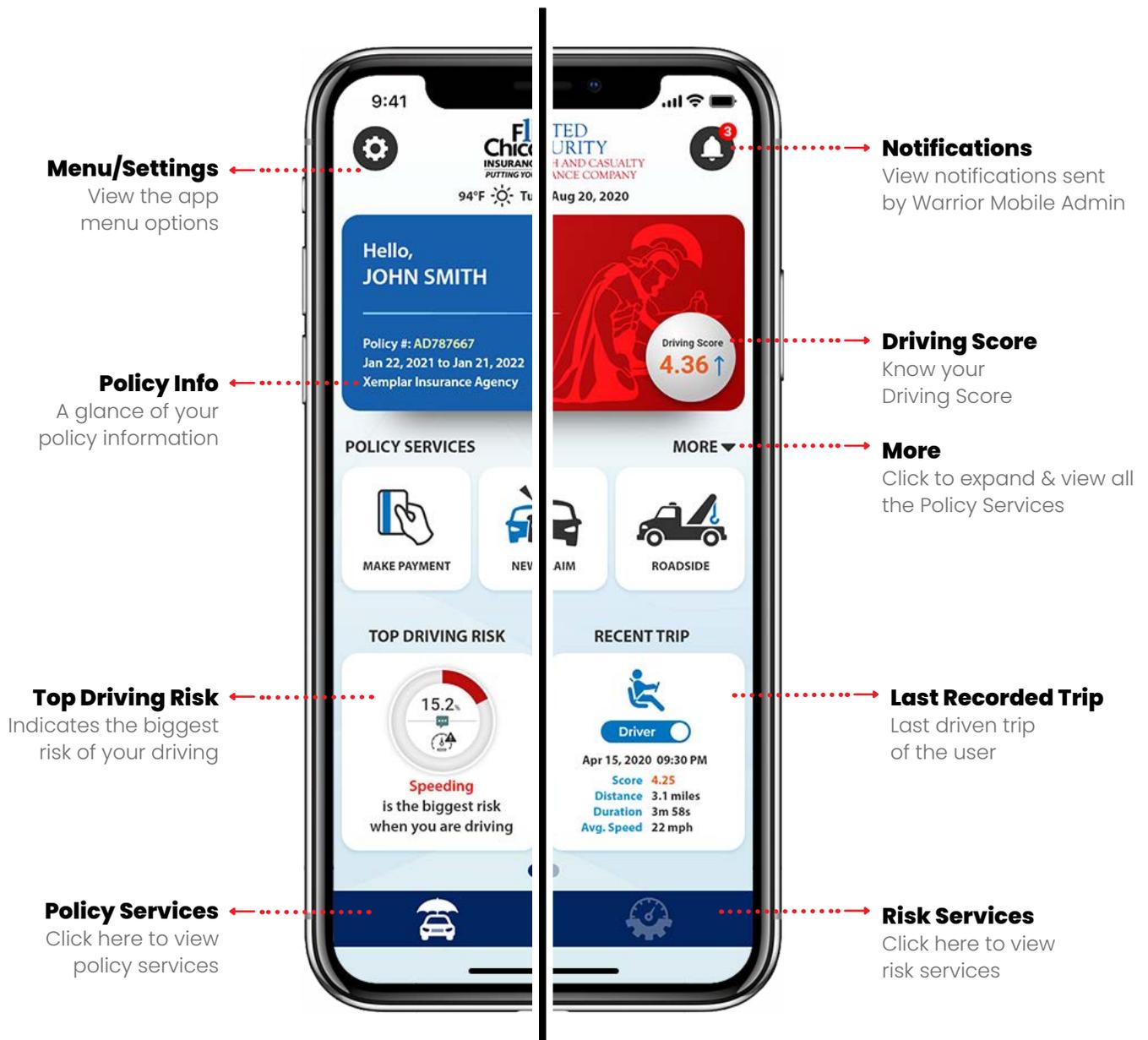


Figure 14

**POLICY SERVICES**

From the Home screen, you can explore all the Policy Services features in your Warrior Mobile app by tapping More as shown in the Figure 15.

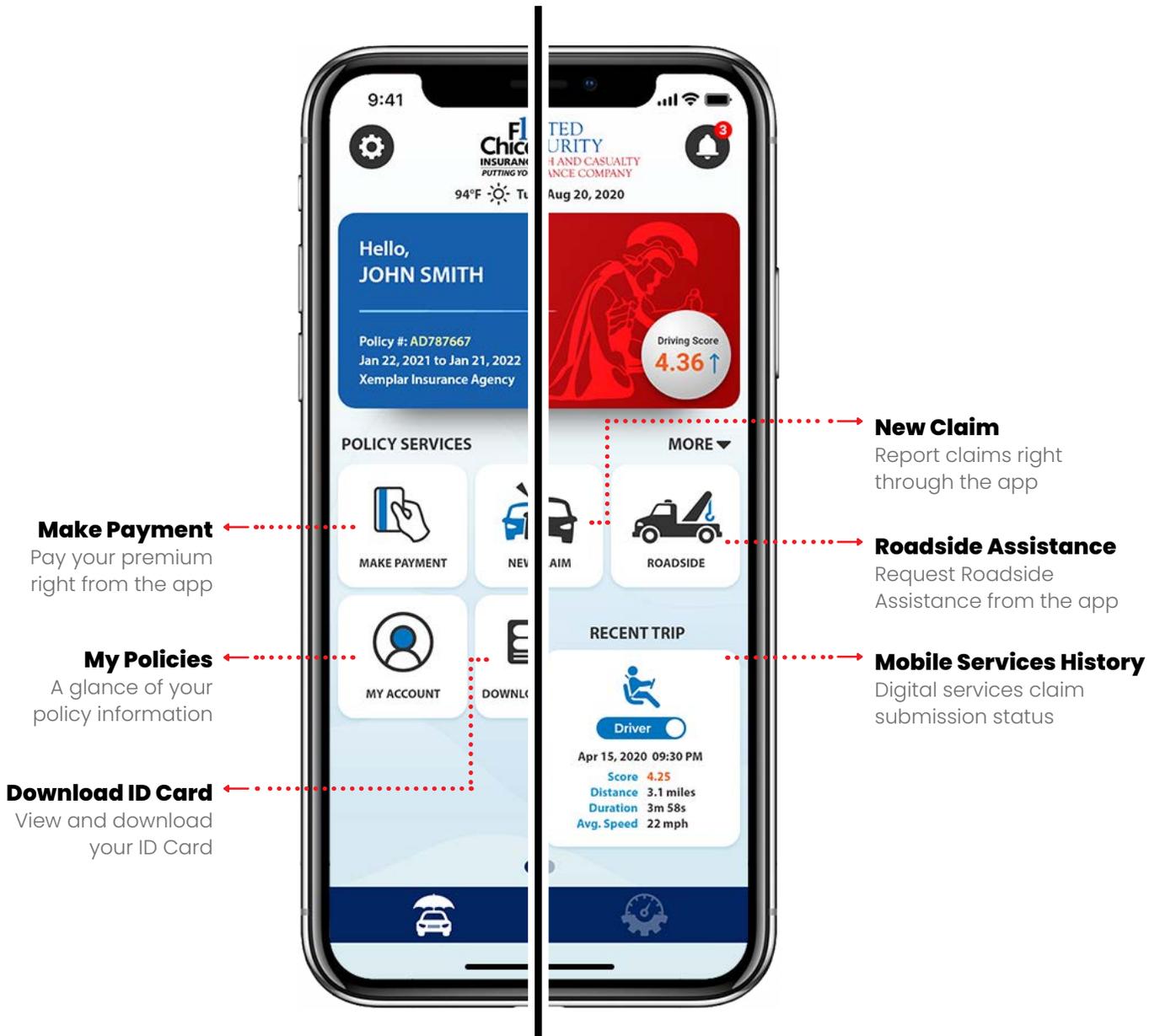


Figure 15



## UNDERSTANDING THE HOME SCREEN: HOW TO MAKE A PAYMENT

To get started, please click on the 'Make A Payment' button located under Policy Services. See **Figure 16**.

1. Please make sure your policy number and name are accurate. This screen provides a summary of your policy. Please select the amount you would like to pay, **Pay Policy in Full** or **Payment Due**. After making your selection, please click the **Confirm** button. See **Figure 17**.



Figure 16

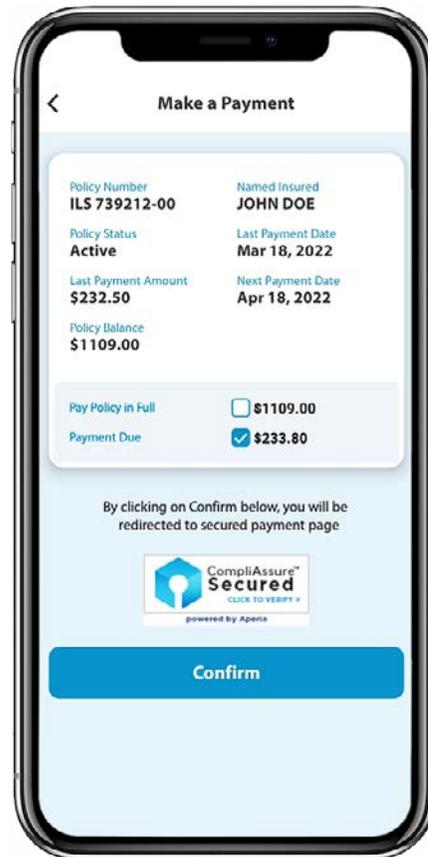


Figure 17

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2. At the top of the screen, the amount you selected to pay should appear. Please select your **method of payment**, **Credit/Debit Card**, or **Bank Account**. See **Figure 18**.
  3. Please **review your payment information** making sure it is accurate. After you have entered your credit card information, address, and email address, for your convenience, you have the option of saving your account information for future payments. If you would like FCIC/USH&C to save your credit card information, please click the box. Finally, click the **Continue Payment** button. See **Figure 19**.
  4. Before submitting your payment, please review the summary screen. To process your payment, please click on the **Agree and Process Payment** button. See **Figure 20**.
- If you would like to cancel your payment, please click the **Cancel Payment** option provided at the top of the screen.
5. If you are **paying by bank account**, please provide your bank's routing number. Next, please provide us with the name of your banking institution, followed by your bank account number. Finally, please indicate if you are paying using your **checking or savings account** by selecting the appropriate box. If you need help locating your bank's routing number, please click on the link provided.

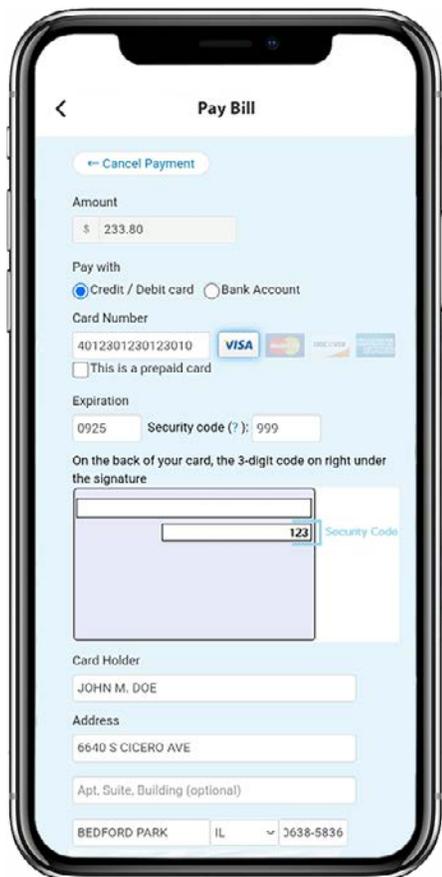


Figure 18



Figure 19

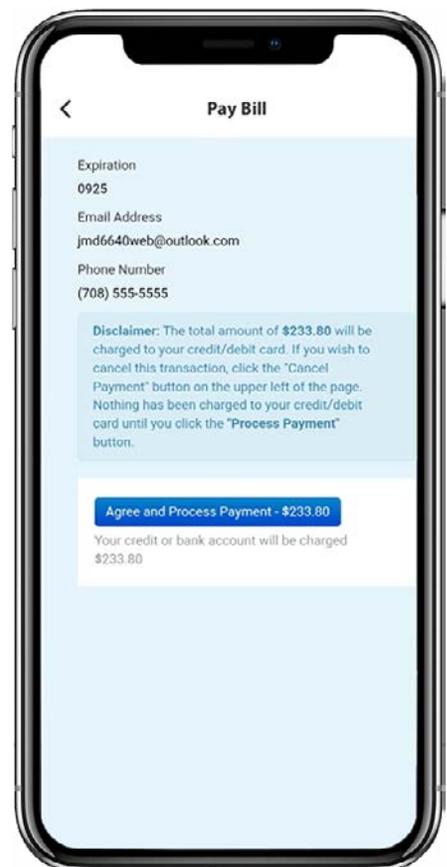


Figure 20



## UNDERSTANDING THE HOME SCREEN: FILING A CLAIM

1. To file a new claim using the Warrior Mobile App, **log into your Account** and click on the **New Claim** button located under Policy Services. See **Figure 21**.
2. You will be prompted to answer: **Did accident occur just now?** Please respond **No** or **Yes**. See **Figure 22**.
3. **Initiate Claim**. Please fill out the information requested: **Driver involved; Date of Loss; Time of Loss; Location of Loss and Vehicle Involved**. See **Figure 23**.

Please answer the important questions necessary for filing your claim. Please **provide the best contact number for a claims representative to contact you regarding your claim**.

Through the Warrior Mobile App, you can capture video, take pictures, record audio, and attach files. Simply click on the icon and follow the prompts that are found at the top of the Initiate Claim screen.



Figure 21

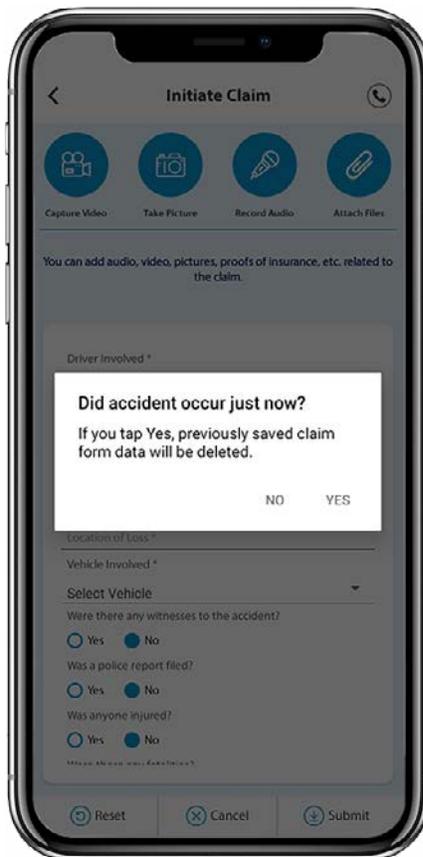


Figure 22

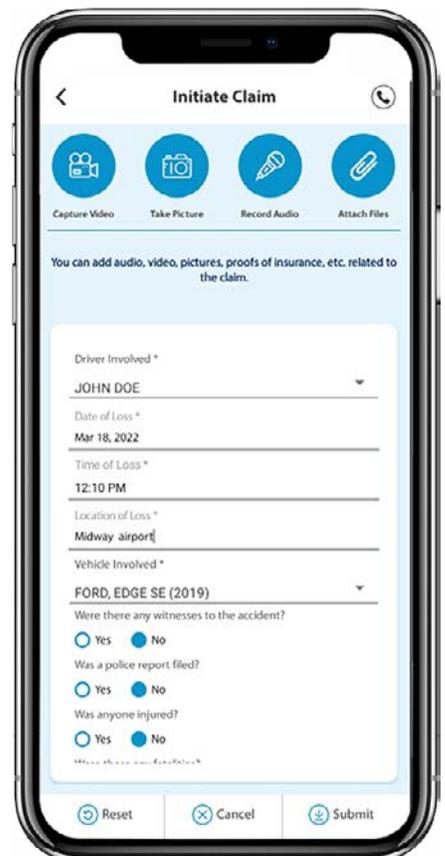


Figure 23

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4. At the bottom of the screen, you have the **option to Reset**, or return to the previous screen, **Cancel your claim**, or **Submit the information** provided. Once you are satisfied with the information you provided, please click the Submit button found at the bottom right of your screen. See **Figure 24**.
5. The Warrior Mobile App will display a screen confirming our Claims department has received the information you have submitted. Please click the **OK** button to return to the home screen. See **Figure 25**.



Figure 24

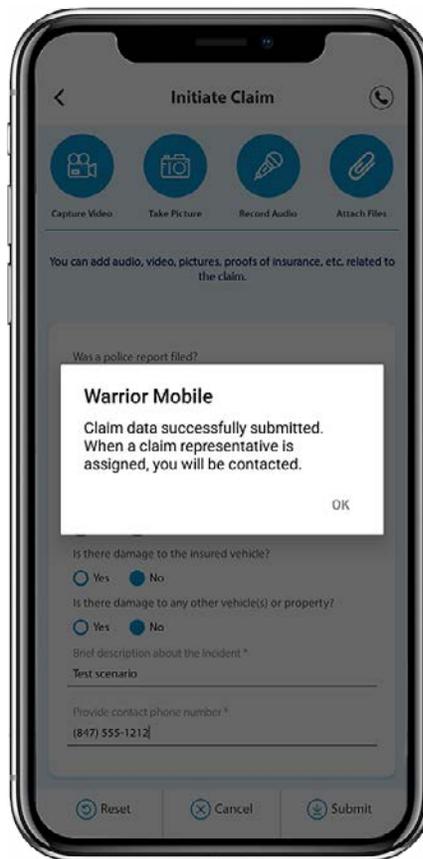


Figure 25



## UNDERSTANDING THE HOME SCREEN: ROADSIDE ASSISTANCE

1. To request Roadside Assistance, please log into your Warrior Mobile App and **click on the Roadside button** found under Policy Services. See **Figure 26**.
2. **First, select either Change Location or Yes, I'm here**. Selecting Change Location will prompt you to enter the location address where you need assistance in the event that you will be moving your vehicle. Once done keying in your location, **click on Yes, I'm here**. Next, **click on the vehicle needing assistance**. This will then take you to the Service Information screen where you will be prompted to provide information regarding the type of service you need and finalize your roadside service request. See **Figure 27 and 28**.
3. If your policy does not have Roadside Assistance coverage, and if you would like to contact our vendor for service, you may do so by clicking on the blue **Call button**, or by dialing **1-800-809-6075**. Please note that you will be responsible for full payment of services. **If you would like to cancel Roadside Assistance**, please click **Cancel**.



Figure 26

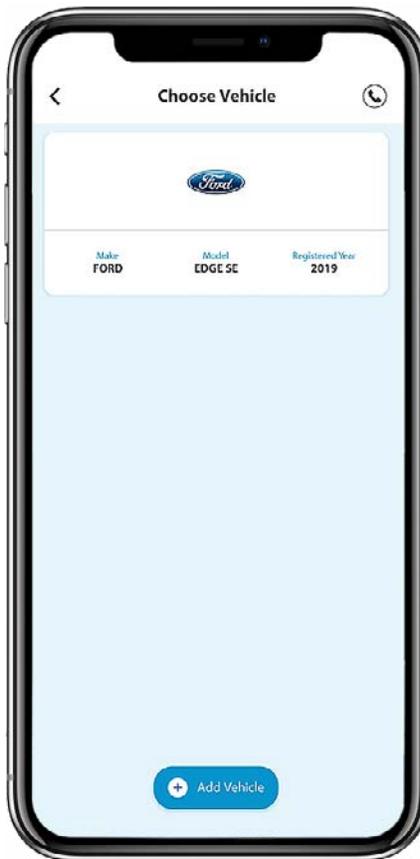


Figure 27

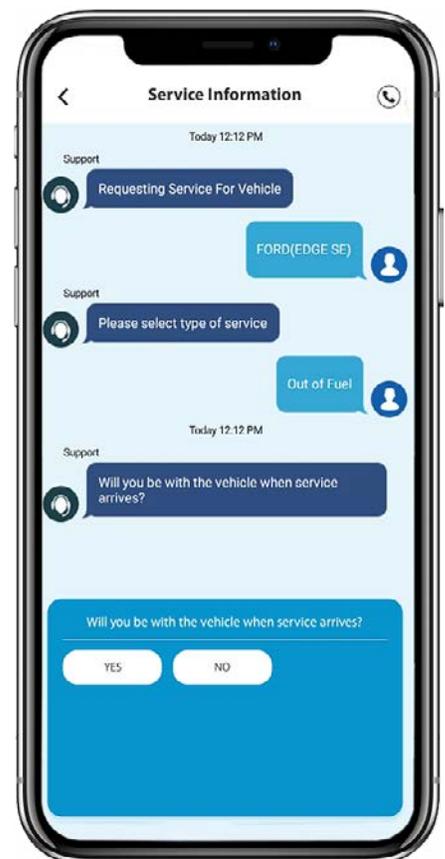


Figure 28

**UNDERSTANDING THE HOME SCREEN:  
MY ACCOUNT FEATURE FUNCTIONS**

1. You can access your account information, **download a copy of your Declaration Page or policy ID card** by clicking on **More** found directly above the Roadside button of your Warrior Mobile App home screen. See **Figure 29**. Please select the action you would like to access. See **Figure 30 and 31**.



Figure 29

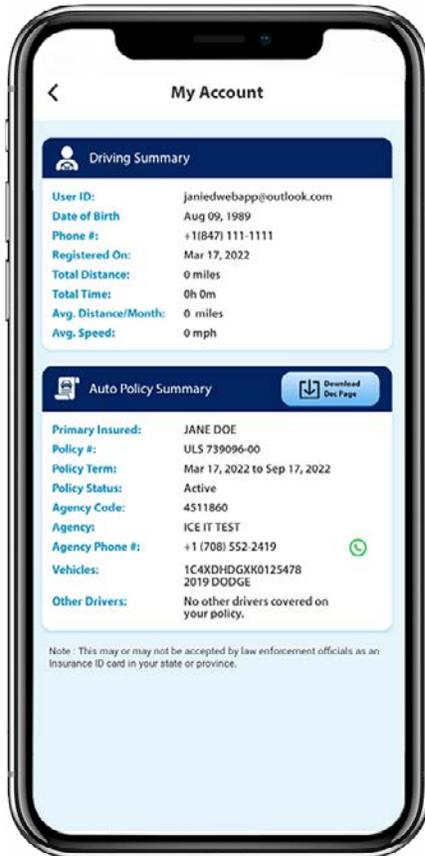


Figure 30



Figure 31



# UNDERSTANDING THE HOME SCREEN: RISK SERVICES

From the **Home** screen, you can explore all the **Risk Services** features of your **Warrior Mobile** app.

Tap on Risk Services icon on dashboard to navigate to **Risk Services** and tap on more button to view all the **Risk Services** shown in **Figure 32**.



Figure 32

## CHANGING THE DRIVE MODE OF A LOGGED TRIP

Warrior Mobile comprises **two drive modes: Driver and Passenger**. The app automatically detects the appropriate mode (Driver/Passenger) of every trip. At any point, you can also change the drive mode for a given trip from the **Trip History** screen.

Log in to the app.

Tap **Trip History** on the **Risk Services** screen.

On the **Trip History** screen as shown in **Figure 33**, you can tap on the toggle button (on the left) of a trip to change the drive mode from **Driver** to **Passenger** or vice versa.

- On the **Trip Detail** screen, you can also review the route taken for the trip along with unsafe driving events detected by the app as shown in **Figure 34**. The purpose of this information is to provide feedback and improve driving behavior.

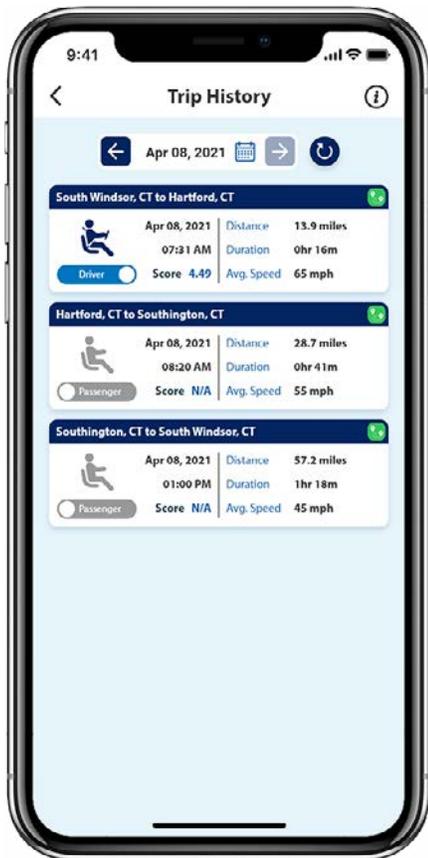


Figure 33



Figure 34





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