Push notifications available on Crump's Mobile App

Crump's mobile app combines the power of Crump's digital platform with the convenience of a mobile device, empowering you when on the go. Crump's mobile app has the time-saving functionality you and your clients need, with the added benefit of being integrated with our systems. Our latest feature allows you to check real-time case status with push notifications.

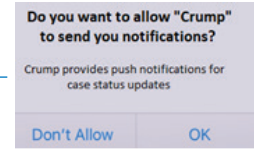## What are push notifications?

Push notifications are real-time case status changes that are delivered directly to the home screen of your mobile device, so you can see changes in your cases when they occur. Tap on the notification to get the details you need to keep your cases moving.

What are the benefits to you?

- Real-time delivery of case status changes
- Reduce underwriting delays—place cases faster
- Review outstanding requirements and upload documents on the go
- Enables quicker communication with your clients

Push notifications

1. Push notifications will be enabled by default for Android devices; IOS users may receive a device permission prompt to enable push notification permissions when launching the app.

Do you want to allow "Crump" to send you notifications?

Crump provides push notifications for case status updates

Don't Allow   OK

2. Push notification content uses minimal details for security compliance.
   Note: No Personally Identifiable Information (PII)

Case Status Update
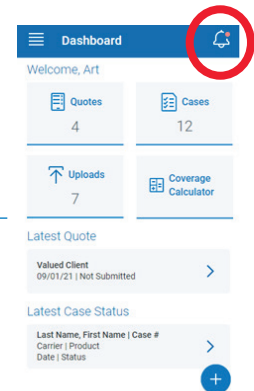You have an update on your Term Policy

view details now

3. Users with push notifications enabled will also receive a badge indicator overlaying the app icon when new, unread messages are received.

4. The notification bell located on the mobile app Dashboard will display a red dot indicating the user has a new/unread message.
   Note: All users with cases will receive case status updates in the Message Center.

Dashboard

Welcome, Art

Quotes 4   Cases 12

Uploads 7   Coverage Calculator

Latest Quote

Valued Client
09/01/21 | Not Submitted

Latest Case Status

Last Name, First Name | Case #
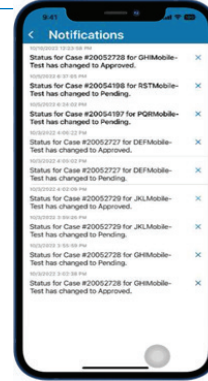Carrier | Product
Date | Status

(continued)

5. Selecting the push notification takes the user to the Crump app Message Center, which provides additional details. Users will log in to the app to access the Message Center, which shows detailed case content.

   Message Center content example:
   "Status of Case #1234567 for John Doe has changed to Approved"
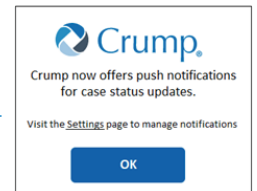
   Case status updates that will prompt alerts:
   Approved, Issued, Pending, Quoted, Reissue Requested, Closed, Declined, Placed, Postponed, Rejected

   Selecting a message from the Message Center will navigate the user to the full Case Details.
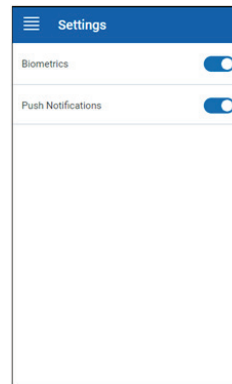

6. On the user's second login, the user will be informed of what is offered and where to manage notifications.
   "Crump now offers push notifications for case status updates. Visit the Settings page to manage notifications."

7. User can enable/disable in Crump app Settings.

How do I get the mobile app if I am already signed up with Crump?
Financial professionals currently working with Crump (independently or through select institutions) can download the app in the Apple App Store or Google Play. Search for Crump Life Insurance Services.

Log in to the mobile app using the same login credentials that you use for your Crump website.

How do I get the mobile app if I am new to Crump?
Financial professionals or institutions looking to incorporate a powerful mobile app into their business process and not currently working with Crump should sign up with us by visiting www.crump.com.

Contact your Crump representative to learn more.