Dumfries Connect FAQs

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GETTING STARTED

Does it matter which internet browser I am using?

Our web portal works best with Google Chrome and Mozilla Firefox web browsers. If you are experiencing issues while using alternate web browsers, please try with one of the preferred web browsers.

Will the app work on my device?

Dumfries Connect is widely available for recently released mobile phones and tablets. However, we are not able to guarantee it will work on all makes and models of devices. You may be required to update your operating system for it to work.

Does the app or portal cost me anything to use?

Dumfries Connect is available to you free-of-charge, as an added benefit for being a direct policyholder.

Is it mandatory to use the app or portal for my insurance?

While these digital tools are available to enhance your experience, you are not required to use them – it will not affect your insurance with Dumfries.

POLICY INFORMATION

What information is shown online?

We provide details on current in-force and future insurance coverages, digital liability pink cards, and the next payment date and amount if available. We provide electronic policy documents (eDocs) in our online portal. The policy documents sent to you in the mail provide full details of your coverage and will ultimately determine your insurance coverage. If you have questions about your policy coverage, please contact your agent.

Can I view my policy documents?

Yes. Under Policies, select the item for which you wish to view Policy Details. In the title bar, click on the three dots to the right. Select Documents from the menu list. You will be presented with a list of your policy eDocs from oldest to newest. Selecting one will display your policy DEC pages for that date.

Why is the sequence of coverages different than on my printed policy?

We do not have any control over the sequence in which coverages are displayed. Coverages are displayed in the sequence they are sent by our data transfer.

Not all of my coverages are showing up in my account?

We only provide a snapshot of your policy information. Due to limitations with data standards, not all coverages can be transmitted and displayed at this time. For example, Home Systems Protection coverage is currently not available to display in our app / web portal. The policy documents mailed to you provide full details of your coverage and will ultimately determine your insurance coverage. If you have questions about your policy coverage, please contact your agent.

Not all my policies are available in the app?

At this time, we can display home and auto policies only. We hope to be able to include farm and commercial policies in the future. If you have access to your home policy, but your auto policy is missing or vice versa, please contact your agent to have them check whether the policy has been uploaded and, if so, "attach" it to your user profile for you.

PINK CARDS

Can I lock my pink-card screen to protect my private information in the event I'm pulled over by an officer?

Yes, you can. Follow the instructions found in the app when opening your pink card. Selecting the Lock Pink Card button will guide you step-by-step through the process for your smartphone.

CHANGE REQUESTS

When will I see the changes I requested to my policy online?

Your agent may reach out to you to obtain additional information. They will submit any necessary changes to our Underwriting department for processing. Confirmation will be sent in the mail and also delivered to the app / portal the next day once complete.

CLAIMS

How soon will my newly submitted claim be addressed?

Claims entered through the app or portal are sent to a queue that is monitored during office hours only. In addition, a copy is sent to your agent who **may** be able to expedite your claim. If your claim is an emergency, we recommend you call our after hours claims service number at 1-800-235-8784.

PAYMENTS

Can I see my payments online?

Yes, you can review your policy documents for a scheduled breakdown of all of your premiums if you are paying monthly. You may be able to view when and how much your next payment is by logging in to your app.

Please note: requests to change payment dates or amounts for a given payment will not be reflected in the app / portal. Your agent will confirm any requested changes.

How do I see what payments I've made?

The app does not provide access to payment history. You can view your invoice or payment schedule, depending on your payment method, via the eDocs. If you pay monthly, you can view your next scheduled payment withdrawal for your policy.

TECHNICAL ISSUES

Who do I contact if the app doesn't work on my device?

We're sorry if you're experiencing difficulty. Please contact your agent to discuss and they will try to recommend a solution.

Why am I locked out from setting my password?

There is a set time-limit of 4 hours to set your password, after receiving the welcome email, for security purposes. Please contact your agent to arrange unlocking your account. They will send you an email with a link to reset your password. Again, it must be done within the 4 hour time-frame.

Will there be updated versions of the app?

There will be occasional updates to install, as the app continues to progress. This is the same as most other apps on your devices.

What if I still have questions?

Please email us at support@dumfriesmutual.com. This mailbox is monitored Monday to Friday, from 8:30 am to 4:30 pm.