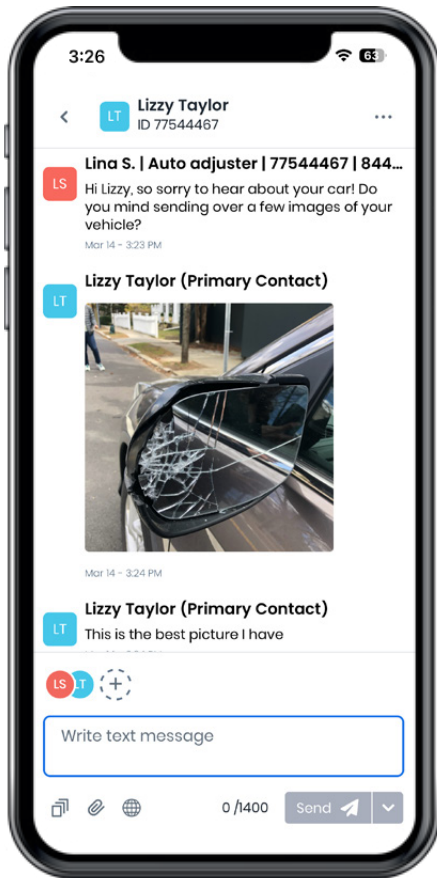


DATA SHEET

Hi Marley Mobile App

Stay connected, stay informed – wherever work takes you.



Hi Marley is the only conversational platform powered by SMS and built for the insurance industry. The Hi Marley mobile app extends web app functionality into the pockets of offsite operators so they can continue delivering simple, lovable protection to customers, no matter their location.

Securely Communicate with Customers and In-Office Staff

The Hi Marley mobile app serves as an extension of the web app for field adjusters, appraisers, workers' compensation staff and any other carrier operators away from their desks. With functionality to support existing workflows, The Hi Marley mobile app allows carriers to keep customer conversations flowing, increase internal teamwork and reduce cycle times.

Mobile App Benefits



Break Down Communication Lags – Built-in workflow alerts, badges, and push notifications inform adjusters of new messages, tasks and case assignments in-app, allowing for quick follow-up with customers and eliminating phone tag.



Avoid Redundant Administrative Tasks – The Hi Marley mobile app automatically syncs all conversation details with a carrier's core system of record, without requiring any additional manual input or upload.



Guarantee Security and Compliance – The Hi Marley mobile app supports TCPA compliance via opt-in management, grants visibility only to public cases and masks adjusters' personal information, ensuring privacy.



Keep Customers Delighted – Keep customers in the loop by communicating via text and reduce process delays if an adjuster is away from their desktop.



This adjuster had tree estimates, electrical estimates and pictures of damages before even pulling in the driveway of our customers' homes.

Hi Marley is a great tool for field adjusters because the customer doesn't need to waste time giving another 30-minute spiel about what happened when we arrive—we already have all the information and can move on to the next steps faster.”

CHAD MCREYNOLDS

Claims Training Specialist,
Farm Bureau Insurance of Tennessee

Hi Marley Mobile App Features

The Hi Marley mobile app is available for any small screen or mobile devices in the Apple and Android App stores. Anyone with a license for the Hi Marley web app can use the mobile app with single sign-on and enjoy all the familiar Hi Marley features, including:

- **Support for All Case Types** – Case creation and case closure workflows, including compliant transcript downloads.
- **View Full Conversation Thread and Images** – All channels sync in real-time, so users can always access up-to-date conversations on the web app, Hi Marley Connect browser extension, mobile app, and any integrations via API.
- **Case Assignment/Reassignment** – Assign and reassign users to cases.
- **Secondary Operators** – Add multiple adjusters to a single case for multi-user conversations or internal support needs.
- **Branding and Lines of Business** – Create new cases for distinct brands and lines of business.
- **Message Templates** – Save time with pre-defined templates for frequent messages.
- **Scheduled Messages** – Enable messages to auto-trigger based on standard events and specific customer needs ahead of time.
- **Translation** – Instantly translate messages across 25 languages to reduce communication barriers.
- **Multi-Party Texting** – Add participants, like a child or spouse, to the conversation for easy collaboration.
- **Visual Voicemail** – Record and transcribe customer voicemails within the existing text conversation to centralize and streamline all communication.
- **Text and Image Redaction** – Protect Social Security numbers, bank information, credit cards, license numbers or sensitive images sent in conversations.
- **In-App Calling** – Quickly reach a customer via phone with one button click.
- **APIs and Integrations** – Leverage all existing integrations.
- **And more!**

Contact us today about a
demo or starting a free trial.

☎ 844.962.7539

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