

How to download the ID-Pal App:

- Click the link on the text message and download the ID-Pal app (Note: link only valid for 14 days).
- Allow the app access to your camera and notifications when prompted during set-up.
- Gather all required documentation before you start (refer to your email), e.g.
 - Driver's Licence for you, and any additional drivers (where applicable).
 - No Claims Bonus or Driving Experience.
 - Any other requested documentation.
 - Click 'Start' and complete the 5 steps below.

Uploading of documents on the ID-Pal App:

1. Policyholder's Driver Licence:

- Click on the Driving Licence option.
- Select the region to which your driver's licence belongs.
- Click on the licence that is relevant for you.
- Plastic Licence:
 - Follow the on-screen instructions to allow the app to auto-capture the best possible image.
- Paper Licence:
 - Click on the link for 'Using a paper licence? Click here'
 - Take a photo that includes all three pages of the laminated Paper Licence.
 - Upload an image of the back of the licence in the 'Additional Documents' section that follows.

2. Liveness Test:

- Capture a still image of your face for facial comparison purposes.
- Place phone in front of your face, move your face close to the camera, and blink into the camera once the green oval appears.
- You will be told if the capture has been successful.

3. No Claims Bonus:

- Sign & date bonus if Insurers have provided a space to do so.
- Take a photo of your No Claims Bonus (or Named Driving Experience).
- Ensure entire page is clearly visible.

4. Additional Documents:

- Allows capture of images of additional requested documentation, as per your emailed Delegated Authority letter.

5. Complete upload:

- Select 'Continue'.
- Confirm 3 statements at the end of this section regarding your No Claims Bonus.
- Select 'Submit' to securely send the information to Campion Insurance.
- Once upload is complete, a message informs you that you will receive an email confirming that the information has been successfully sent.
- If you need to send any additional documents after you have completed your submission, select 'Additional Document' and not 'Start' to avoid having to complete the entire submission again.

If you are having difficulty uploading documents to the app, try:

- holding the document close to phone;
- capture documents in natural light and on a solid background, such as a white sheet of paper;
- close all other applications running in the background;
- cleaning the phones camera lens;
- delete & re-install the app using the link provided;
- Send the same link to download the mobile app onto another device.