



FAQs - Transitioning from our old app to our new app

What data will the new app have? Our new app will have all of your most recent data and documents that have been shared with you. As new data comes into our system either from our agents or our insurance companies, your data will be updated automatically.

What about my data in the old app? Policy data in the old app will be removed since it is no longer up to date and coming from our old system. You can access your most up to date data in our new app

When does the old app go away? The old app will go away on 1/31.

What about the info I manually put into the old app? You will be able to access anything you've manually put into the app, but data that comes from our systems and carrier data will be gone as of 1/31.

What if I had an inventory in the old app? We recommend that you download it from the app and store it in a safe place.

Where can I get the new app? You can download it here: <https://eibnow.com/client-center/24-7-access-to-your-insurance/>

Any other questions? Contact customerservice@eibnow.com or your agent and we're happy to help!