



A-WIN INSURANCE ON DEMAND

Frequently Asked Questions

Manage your insurance at your convenience.

A-WIN Insurance On Demand is an app and web portal that allows you to manage your insurance whenever and wherever is convenient for you. Here are some answers to our most frequently asked questions.

What is A-WIN On Demand?

A-WIN On Demand is an app and online web portal that allows you to manage your insurance when and where it's convenient for you. This includes viewing your policy documents, requesting a policy change, submitting a claim, viewing and printing pink cards and more.

Why would I want to use A-WIN On Demand?

Here are a few benefits to using A-WIN on Demand:

- If you prefer to manage your insurance from your phone or computer, you can do so easily.
- You have a digital copy of your policies and pink cards.
- You can manage your insurance when it's convenient for you, 24/7 - no need to wait for business hours.
- Reduce paper use.
- Don't worry about email attachment restriction sizes for insurance-related documents.
- Don't worry about snail mail times for documents to arrive. You'll get them as soon as they're available!

How do I sign up for A-WIN on Demand?

1. Visit the [A-WIN On Demand 'Create Account' Page](#).
2. Enter your first name, last name and email address.
3. We will create your account and be in touch with your login credentials.

Note: Only contacts listed on your insurance policy or account can be added as users of A-WIN On Demand. If you're unsure who is an authorized contact, contact your broker.

You can login to [A-WIN On Demand directly here](#). You can also access the web portal by going to the [A-WIN Insurance homepage](#) and clicking 'Login' in the navigation bar.

To get the app for your smartphone or tablet, simply click the buttons below for your preferred app store. Once the app is installed you just need to login!





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I've forgotten my password, how do I login?

If you've forgotten your password, you can click "Forgot Password?" on the [A-WIN On Demand login page](#). Enter your username and email address (your username should be your email address) you've used for your account. You'll receive an email to reset your password.

You can also contact your broker to request a password reset.

I've forgotten my username, how do I login?

Your username is the email address on file with your broker. If you're not sure what it is or would like to update your email address, please contact your broker.

What devices does the A-WIN On Demand work on?

The A-WIN On Demand app works on most smartphones and tablets. System requirements can be found on the Apple App Store or Google Play Store.

You can also access the A-WIN On Demand web portal on any device with an internet connection. It works on Google Chrome, Safari, Firefox, and Microsoft Edge browsers.

Can I close my account?

Yes. You can also remove users who have been granted access. Please contact your broker for assistance.

Is my information secure?

Yes, you can learn more about that app's [privacy and security here](#).

I already have an A-WIN On Demand account, do I need to create a new one?

No, you won't need to create a new account if you already had one. You should be able to login and experience the new app and web portal right away. Contact your broker if you have any issues logging in.