



In partnership with



Encompass Connected Home Program AGENT FREQUENTLY ASKED QUESTIONS

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Frequently Asked Questions

What is the Encompass Connected Home Program?

Encompass is partnering with Roost, a home telematics company that is transforming homeowner insurance with smart sensors designed to alert property owners of small problems *before* they become big problems.

Through this program, Encompass will be offering two Wi-Fi connected sensors to policyholders; the Smart Water Leak and Freeze Detector, and the Smart 9V Battery for existing residential smoke alarms. By installing these devices, homeowners can limit potential damage in their home. If a leak detector senses water or a risk of freezing, the App will send a notification to the user's smartphone. The Smart 9V Battery works the same way – when the smoke alarm that contains the smart battery sounds, it sends a notification to the user's smartphone.

The Encompass Connected Home program is a pilot, which means supplies are limited. There are only 7,000 sensor kits available for shipment. Once they are gone, the distribution phase will end and the impact analysis will begin.

About the Encompass Connected Home program

What are the agent benefits?

- Potential to reduce loss ratios
- Gain a competitive advantage - differentiate your agency from your competitors
- Establish your agency as a leader in smart home device knowledge
- Opportunity to offer a tangible and relevant product to your customers
- Increase engagement with your customers
- Increase customer retention and loyalty
- Potential opportunity for cross-sell of homeowner's policies
- Provide a better experience for your customers
 - Avoid hassle and expense of losses
 - Value-added in-app services (emergency weather alerts, home services, and more coming)

Is there cost to my agency to participate in the Encompass Connected Home program?

This program is open to all agencies in the participating states. There is no cost associated to participate in the program.

Who is eligible to receive the smart sensors?

Beginning January 28, 2019, all agents in AZ, IA, ID, IL, NE, NJ, OK, PA can offer the smart sensors to their customers who have their dwelling currently insured with Encompass in these states. Customers must have a Wi-Fi network where they want to use the devices, and must own an iOS or Android smartphone with a recent operating system.

You can register as many customers as you want to receive these smart sensors. Be aware that there is a limited number of sensors available so be sure to register your customers fast.

How do customers receive the devices?

You'll register customers online (<https://encompass.getroost.com/agent-input1/>) to receive free devices. Roost will ship directly to your customers and they will receive their products about 5 to 7 business days after you register them.

What are the customer benefits?

- Peace-of-mind, especially while away from their home. They'll be alerted to potential issues on their smartphone before small problems become big problems
- Automatic monitoring of places not in daily view, such as a water heater in the garage, sump pump in the basement or bathroom toilet in an unused guest room
- Potentially avoiding major damage from a fire or a water leak
- Reduction of cost, hassle and disruption because of a water leak, frozen pipe or fire in their home

My customer wants to learn more about the sensors. Is there anything I can share with them?

These 60-second videos are a great way to learn about smart home devices. We encourage you to share these with your customers!

- [Roost Smart Battery | For peace of mind](#)
- [Roost Leak Detector | No worries](#)

How do I register my customers for a Smart Home Sensor Kit?

Registering your customers is as simple as 1, 2, 3!

1. Verify they have:
 - a. Wi-Fi in their home
 - b. Apple or Android phone
 - c. Smoke alarm (battery-powered or with battery back-up)
2. Enter the customer's shipping address
3. Have them agree to terms and conditions

 <p>Register your customer for a free Roost Smart Home Sensor Kit</p> <p>Last 7 of Policy Number* <input type="text"/></p> <p>Encompass AID* <input type="text"/></p> <p>Policyholder First Name* <input type="text"/></p> <p>Policyholder Last Name* <input type="text"/></p> <p>Policyholder Email* <input type="text"/></p> <p>Please Retype Email* <input type="text"/></p> <p>Policyholder Mobile Phone Number* <input type="text"/></p> <p>Does the customer have Wi-Fi? <input type="checkbox"/></p> <p>Customer's type of smartphone? <input type="text"/></p> <p>Smoke/CO alarm with 9V battery? <input type="checkbox"/></p> <p><input type="button" value="ENTER"/></p>	 <p>Please complete the registration for your policyholder.</p> <p>Street address* <input type="text"/></p> <p>Suite/apartment number <input type="text"/></p> <p>City* <input type="text"/></p> <p>State* <input type="text"/></p> <p>Zipcode* <input type="text"/></p> <p>Customer agrees to the terms below: <input type="checkbox"/></p> <p><input type="button" value="SUBMIT"/></p> <p><small>Please read these programs terms to your customer and have them agree: You agree with Roost's Terms and Conditions; you consent that your name, address, mobile phone number and email address which Encompass Insurance is providing to Roost for purposes of sending you a Smart Home Sensor Kit, are covered under the terms of both Roost's Privacy Policy and Encompass Insurance's Online Privacy Policy; you agree that by receiving these devices, you consent to Roost sharing data associated with these devices with Encompass.</small></p>
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What you need to know about the Smart Home Sensors

You may have some questions about smart home sensors and your customers may also. Here are some answers to commonly asked questions that you can share with your customers.

What does the Smart Water Leak and Freeze Detector monitor?

The Smart Water Leak and Freeze Detector senses water leaks, and out-of-range temperature and humidity levels that exceed pre-set limits.

What does the Smart 9V Battery monitor?

The Smart 9V Battery retrofits existing smoke or carbon monoxide detectors to be “smart” alarms. When an alarm with a Smart Battery sounds, it sends an alert to the customer’s smartphone of a possible emergency. The Smart Battery also will send low battery alerts before that dreaded 3 am low-battery chip from your smoke detector!

Do I need to purchase additional devices?

Encompass customers have no obligation to buy additional detectors.

Depending on the property and the risk of water damage, you may want to have more than one leak detector in your home. For example, if your home has more than one bathroom, it would be a good idea to have a Smart Water Leak Detector in each one.

If your home has interconnected smoke alarms, as is common in newer construction, you can use just one Smart 9V Battery. In an interconnected alarm system, when one alarm sounds, they all sound. So only one smart battery is needed in this system for alerts. However, putting a smart battery in every interconnected alarm means you will get low-battery warnings before those 3 am chirps from your smoke detectors!

If you have battery operated alarms that are not interconnected, or an older home with hardwired alarms that are not interconnected, then you would need a Smart 9V Battery in every alarm to make sure you are notified if that independent alarm sounds.

Why do I need a home Wi-Fi network?

The Smart Home devices connect to your Wi-Fi and use it to send alerts to your smartphone when they detect water, out-of-range temperature or humidity, or, in the case of the smart battery, a smoke alarm sounding.

Please make sure you have adequate Wi-Fi signal where you plan to place your devices.

Warranty and additional devices

Do the smart home devices come with a warranty?

Yes, the Smart Home devices come with a 1-year warranty.

If I break a detector, do I need to pay to have it replaced?

If the device fails for a covered reason during its 1-year warranty, please contact Roost (support@getroost.com). If the damage to your devices is not covered under warranty, you can buy a new detector directly from the Encompass Connected Home App or choose not to replace the device.

App and Smartphone Questions

What smartphone models are supported?

The Encompass Connected Home App requires an iOS or Android smartphone. Apple phones need to have iOS 10 or higher. Android phones need to have an Android operating system of 4.5 or higher.

Can the Encompass Connected Home App be used for more than one residence?

Yes. Smart Water Leak and Freeze Detectors and Smart 9V Batteries can be set up in each property and be monitored from one account. The Encompass Connected Home App can have up to six virtual addresses.

Can anyone living in my home use the Encompass Connected Home App?

Yes. Anyone can download the Encompass Connected Home App on their phone. You can invite family members (or friends and neighbors) to monitor the addresses where the smart devices are installed. This means they will receive alerts of a smoke alarm sounding or if the leak detectors at the address they are monitoring sense water leaks or out-of-range temperatures or humidity levels.

Does the Encompass Connected Home App use up a lot of bandwidth?

No. The Encompass Connected Home App uses very little bandwidth.

Does the Encompass Connected Home App drain the phone battery?

No. The Encompass Connected Home App uses very little battery power on the smartphone. The Encompass Connected Home App does not need to remain open on the phone. However, the user needs to stay logged into the Encompass Connected Home App to receive alerts.

How does the Encompass Smart Home App affect the customer's phone data plan?

The impact will be negligible; the Encompass Connected Home App uses only a small amount of data (a few KB's) each day updating devices or sending alerts. The devices themselves communicate over the home Wi-Fi network to the Roost Cloud. The Roost Cloud is what communicates with the Encompass Connected Home App.

Can the Encompass Connected Home App be used on a tablet or device other than a smartphone?

No. The Encompass Connected Home App is designed and verified for use only on supported smartphones.

Who do I contact if I have Roost product support questions?

Roost provides all technical support through an online 24x7 self-serve website at getroost.com/support, plus email (support@getroost.com) and phone support (888-446-1365) 8 am – 9 pm Eastern Time.

What about security and privacy?

How is my personal data and device data handled?

Roost cares deeply about security and privacy and uses the same standards as the banking industry to protect data associated with your Roost account and devices.

As part of this program, Roost will share device data with Encompass so that they can learn about the value of smart home sensors in preventing customer losses.

Could my detector be hacked?

While nobody can say their online system is impenetrable, Roost devices are secure and designed to minimize the potential for malicious actors to use the devices to access your Wi-Fi network. Unlike other smart home products, for example, cameras, Roost devices initiate all communication with the Roost Cloud over the Internet. They are designed to prevent an external actor from contacting the device because the device itself must initiate the outbound communication. Even Roost cannot initiate contact with the devices. Also, Roost devices are connected only a few seconds each day to the Internet for a regular “health check”. Otherwise they are in a state of “watchful waiting”, ready to connect to the internet and alert you to a smoke alarm sounding, a water leak, or out-of-range temperature or humidity.

Technical Information

Setup and Installation

Setup is easy! No technical knowledge is required. The Roost products come with a Quick Start Guide plus in-app instructions for setting up the devices.

The setup is simple:

1. Download the Encompass Connected Home App on your smartphone through the Apple App Store or Google Play Store.
2. Connect the devices to your Wi-Fi network.
3. Place the leak detectors in places prone to water leaks, temperature changes or humidity changes (if there is adequate Wi-Fi signal strength in these areas).
4. Install the Smart 9V Battery in your smoke or CO alarm.

Product setup videos

These videos provide step-by-step instructions on setting up Encompass Connected Home devices.

- [Connecting the Roost Smart Battery](#)
- [Connect the Roost Water Leak and Freeze Detector to Wi-Fi](#)

Operating Information

What happens if my phone battery is low?

The Roost devices will continue to function regardless of your phone's battery level.

What happens if my power goes out?

If your power goes out, Wi-Fi stops working, the detectors won't be able to alert you in the case of a water leak or a smoke/CO alarm sounding.

How quickly will I receive alerts?

Water leak alerts and smoke alarm alerts are sent within 15-30 seconds.

If I travel outside the country, will I still receive alerts?

Yes. Note that roaming charges may apply for texts or data use while travelling.

If I travel outside the country, can I block alerts to avoid roaming fees?

Yes. If you log out of your App you will not receive alerts. You may want to add a trusted friend or family member as a monitor for your address while you're away. To do this, add them as a monitor from your devices section of the Encompass Connected Home App.

Leak Detector Information

Do the Smart Water Leak Detectors need to be plugged in?

No. The detectors run on two AAA batteries.

Where should I install my leak detector?

You can place your leak detector anywhere you're concerned about possible water damage or temperature and humidity issues. Make sure you have adequate Wi-Fi signal strength where you plan to install your devices.

Install your Smart Water Leak and Freeze Detector in one of the following places:

- Under the kitchen sink or on the floor near the sink
- Near the bathtub, toilet, sink or under the sink cabinet
- Near the washing machine drain or under or near the water supply hoses
- Under the dishwasher or near the drain
- Near the water heater or in the catch pan
- Near any other water source

How long does the leak detector last?

Usually, the leak detector's batteries will last up to three years. Many factors including Wi-Fi signal strength and the amount of time an alarm is sounding can affect battery life. The mobile App will notify you when it's time to change out batteries.

Will my leak detector still work after it has been under water?

The Smart Water Leak and Freeze detector is water resistant, not waterproof. Please avoid having your detector in more than a 1/8" of water. If your detector was partially submerged you can open it, remove the batteries and let it dry out. Then reassemble it and test to see if it is still operational. Water damage to your leak detector is not covered under warranty.

What situations trigger an alert?

You'll receive an alert in the following situations:

- Water leaks
- Out of range humidity
- Out of range temperatures
- Low and critical battery level
- The detector fails to check in

Roost Smart 9V Battery Information

How long do the batteries last?

The Smart 9V battery's power pack can last up to 3-5 years. Many factors including Wi-Fi signal strength and the amount of time an alarm is sounding can affect battery life. The mobile App will notify you when it's time to change out batteries.

Does the Roost Smart 9V Battery work in all alarms?

Your customer will need to check to see if their smoke alarm (battery-powered or with battery back-up in a hard-wired alarm) takes a 9V battery. Some alarms take AA batteries or have a sealed 10-year battery. The Smart 9V Battery will not work in these alarms. Also, all fire protection groups and smoke alarm manufacturers recommend replacing your smoke alarms every 10 years. The smart 9V battery is not warranted in alarms older than 10 years. All U.S. alarms are required to have a manufacturing date code on the back of the alarm.