

# **My Endsleigh**

**Accommodation provider FAQs**



# About My Endsleigh

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## 1. What is My Endsleigh?

My Endsleigh is a dedicated, personalised account area for Endsleigh customers, which can be accessed through the app or through the My Endsleigh website.

Once registered, students can confirm the contents cover arranged by their accommodation provider, then instantly access their cover details and policy documents and contact our claims team at any time.

Students will also have access to their Endsleigh contents cover; a 24-hour dedicated student wellbeing helpline for those Accommodation Providers who have opted in to this service, plus access to our unique Student City guides, written by our Student experts.

But that's not all, over the next 18 months we'll be adding exciting new features to My Endsleigh, with new products, and features to make their student years easier, more affordable and more rewarding.

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## 2. Why should students download the My Endsleigh app?

By downloading the My Endsleigh app, students will have easy and ongoing access to the contents cover you've arranged for them. They can view their policy documents at any time and call our claims line with a single tap. If they have an additional gadget and possessions policy with Endsleigh, they'll also be able to access those policy details in the app.

Students will have access to a free 24/7 wellbeing helpline, if you have opted into this service, with specialist support from a counsellor. They can make unlimited calls direct from the app whenever they need to.

Our 'My Uni' section of the App gives students a unique insight into what to expect from their University town or City. With features on 'Nightlife', 'City On A Budget', 'Getting Around' and much more.

The My Endsleigh app is available via the Apple App Store and the Google Play store for iOS or Android devices. It's free to download and free to use and will be automatically updated with new features as soon as they're available.

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## 3. Is there a cost to the student to download the My Endsleigh app?

No. Students can sign up for My Endsleigh, for free.

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## 4. Is there a cost to provide My Endsleigh to students?

My Endsleigh will be included as part of our offering. In order to deliver all of the enhanced propositions, your premium will reflect the benefits and services that are included.

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## 5. Is there a web version available?

Yes. Students can access My Endsleigh at any time, either through the app or via the website at <https://my.endsleigh.co.uk>.

The My Endsleigh website is currently supported on the last four versions of the following browsers:

- Chrome
  - Firefox
  - Safari
  - Edge
  - Samsung Internet
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## 6. Can students download the app on any device?

Yes. The My Endsleigh app is available for both iOS and Android devices and can be downloaded from the app store on the student's smartphone or tablet.

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## 7. If the student has any questions about My Endsleigh, who should they contact?

Students will have access to a detailed description of how My Endsleigh works, as well as a dedicated support area with a comprehensive list of FAQs and a form they can use to contact the My Endsleigh team. They can get in touch via the app or the website and expect a response within 2 working days.

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## 8. Can a parent/guardian download the My Endsleigh app?

Yes. Parents or guardians can register for My Endsleigh in the app or via the website. They can also confirm the contents cover and make claims on the student's behalf with their permission.

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## 9. How old do you have to be to access My Endsleigh?

Students need to be 17 years or over to register for a My Endsleigh account.

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## 10. What additional services will be available through My Endsleigh in the future?

At Endsleigh, we're already working on exciting new My Endsleigh features, including new, student-specific products, plus some exclusive new tools and content – all designed to make student life easier, more affordable and more rewarding.

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## 11. Does My Endsleigh translate into other languages?

Currently My Endsleigh is only available in English in app stores in the UK and Ireland. However, overseas users can register online at <https://my.endsleigh.co.uk> and access the website in advance of arriving in the UK.

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## 12. Can our staff use My Endsleigh?

Yes, your staff can download the app from the app store on their device and register for a My Endsleigh account.

Once registered, they just need to click on the confirm your cover option on their Dashboard and enter the correct accommodation provider.

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## 13. Can students download the My Endsleigh app before they arrive in the UK?

Overseas users can register online at <https://my.endsleigh.co.uk> and access the website in advance of arriving in the UK. To download the app from another country, users will need to have access to the UK app store from their device.

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## 14. Will we understand how our students are using My Endsleigh?

My Endsleigh has been designed to capture a new and unique view of the Endsleigh customer and their behaviour, providing us with new student insight which we'll be excited to share with you. In addition to this, we'll also be able to share how many of your students have downloaded the app and confirmed their cover.

Institution specific, anonymous data gathered from the wellbeing helpline will not be shared as standard but can be discussed as part of an enhanced wellbeing product. If this is of interest, please speak to your partnership manager.

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## 15. How does this service work once a student moves out of our accommodation?

Students can update or remove their contents cover from their My Endsleigh account at any time.

In the app, when they click their contents cover panel on the Insurance page, they will have the option to update or remove their cover.

Similarly, on the website, they simply head to the My insurance page and select the 'update' option on their cover panel, then either enter their new accommodation provider details if applicable or click the remove button.

Once they've moved out of your accommodation, they will no longer be able to claim on your policy.

My Endsleigh will continue to promote student friendly offers on a range of products and services for all students, beyond their first year.

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## 16. How can we promote the My Endsleigh app to our students?

As part of your package, you'll be given access to an online portal called Endsleigh HUB, where you'll be able to access all the content you need to inform your students about My Endsleigh.

Content includes supporting videos, website copy, emails and social media content. We will also be producing Endsleigh Live again this year, a series of digital welcome events to support students.

Use this link to request access: <https://protect-eu.mimecast.com/s/yIk-C5WZjho2W9IzEePe?domain=forms.gle>

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## 17. How quickly can a student download and start using the My Endsleigh app?

It only takes around 3 minutes for a student to download the app, register for a My Endsleigh account, verify their email address and start using the app.

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# Collection of student data

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## 18. What information does a student need to provide to register for My Endsleigh?

To sign up for My Endsleigh via the website or app, students just need to complete a simple form with their first and last names, date of birth and email address. They also need to create a password for their account, if registering via email, and agree to the [My Endsleigh Terms and Conditions](#) and [Privacy and Cookies Policy](#).

If registering by email, once the form is submitted, they will be asked to check their inbox and click on the link we send them to verify their email address. This ensures that communications can be sent as part of the My Endsleigh service.

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## 19. Does a student have to register their bank card to access My Endsleigh?

No. Students can download the app and confirm their contents cover without ever having to registering their debit or credit card details.

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## 20. How is the student information being used once it's captured?

For full details of how My Endsleigh user data is stored and used, please see our Privacy and Cookies policy <https://my.endsleigh.co.uk/privacy-and-cookies-policy/>.

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## 21. Does My Endsleigh send push notifications to students?

Students are given the option to turn push notifications on or off when they first install the app on their device. If they are turned on, we will send relevant notifications about new features, products, offers and rewards. They can turn these notifications off in their device settings at any time.

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## 22. Are the students marketed to by other organisations in the Endsleigh group?

No. Students will not receive marketing from other organisations within the My Endsleigh group. They will be given the opportunity to receive communications from My Endsleigh designed to help them benefit from all of the services and features on offer. They can opt out of these communications at any time in the app or via the My Endsleigh website.

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# Wellbeing helpline

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## **23. How many times can a student access the wellbeing helpline?**

There's no limit to the number of times a student can access the wellbeing helpline. The service is available to anyone with a My Endsleigh account, 24 hours a day, 7 days a week.

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## **24. Can students access the wellbeing helpline whilst abroad?**

Yes. As long as students have a phone that can dial a UK phone number. However, the helpline is intended for students studying in the UK and some advice, such as medical advice, legal advice and the recommendation of NHS services will be specific to the UK.

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## **25. Would the helpline flag any student risks to us as an accommodation provider?**

This service is not included with the standard My Endsleigh wellbeing provision. However, our Student Assistance Programme (SAP) does include a risk referral process that ensures at risk students are flagged and information is passed on to accommodation providers. If you are interested in purchasing a SAP or for more information, please speak to your partnership manager.

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# Block accommodation cover

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## 26. Is there a way of confirming accommodation cover outside of using My Endsleigh?

Your student beds are automatically insured through the group cover even if a student doesn't confirm their cover via the app. However, we do strongly recommend all students confirm their cover using My Endsleigh, so that students and parents fully understand the cover that is provided. The app experience and additional benefits are only available through My Endsleigh and can be accessed via the app or through the My Endsleigh website at <https://my.endsleigh.co.uk>.

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## 27. Can a student purchase additional insurance cover from My Endsleigh?

Yes, My Endsleigh features a number of student friendly additional insurance options such as gadget and motor cover, through our partner companies, with more to come.

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## 28. Do students need to download the My Endsleigh app to make a claim?

As we invest further in My Endsleigh to make the claims experience as clear and supportive as possible, we strongly encourage all students to register a claim through the My Endsleigh app. Alternatively, students can visit our claim centre at <https://www.endsleigh.co.uk/claim-centre/> or telephone us directly for support.

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