

Pulse Device 101

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How does it work?

Metromile is a pay per mile auto insurance company. Our business model is designed to charge customers for the miles they drive. But how do we track how many miles a customer drives?



The answer is our Pulse device.

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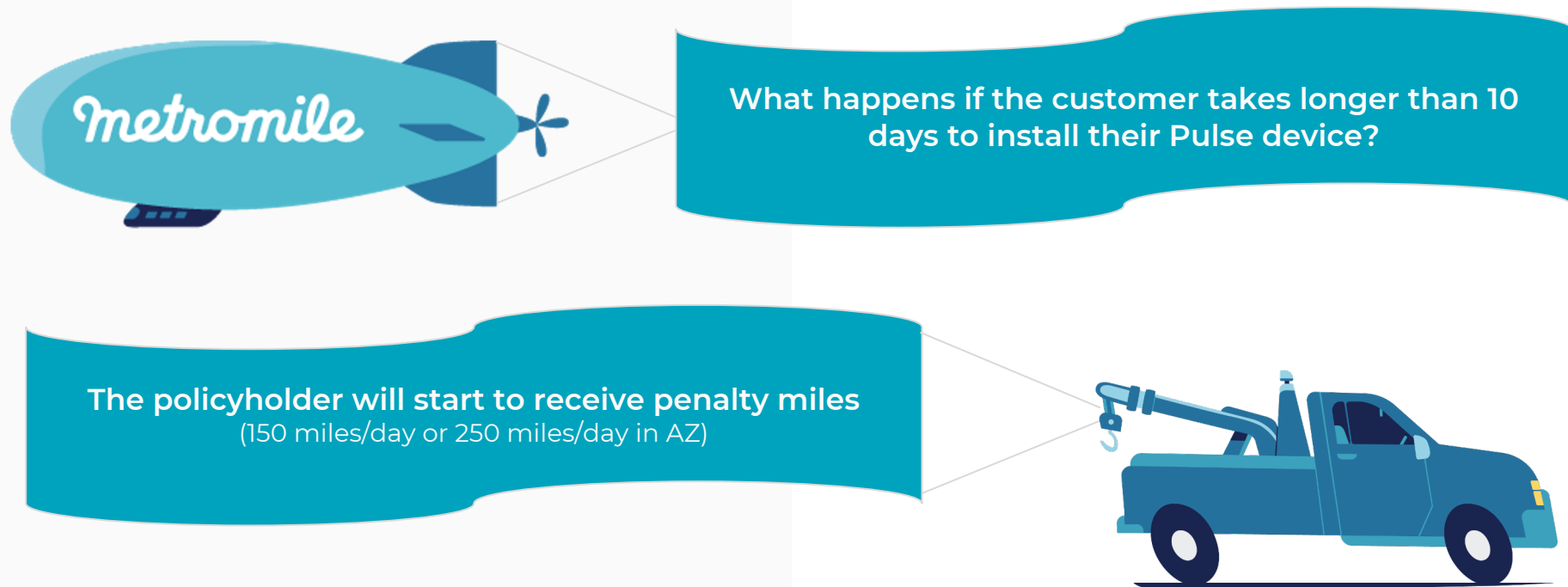
Overview

- Plugs into the vehicle's On-Board Diagnostics (OBD II) port
- Easy to install and no tools are required
- GPS and Cell enabled to record and transmit miles/location
- Must be connected at all times while vehicle is insured
- Should still see a regular “heartbeat” even if vehicle isn’t driven



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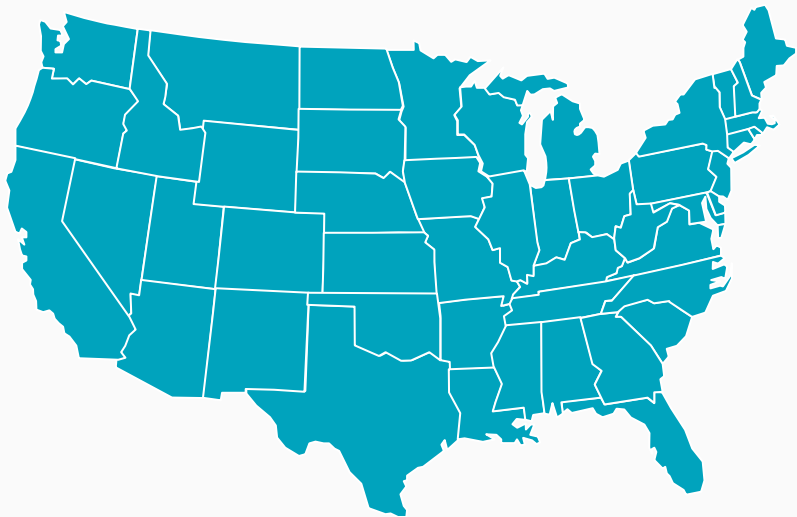
Getting Started with Metromile



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Tracking Miles and Calculating Trips

- Once the device is connected successfully, the Pulse will show the vehicle's location and record trips using GPS.
- Trip and location data is accessible through MAT as well as the customer's Dashboard.



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Common Connection Issues



How can we connect a Pulse device if the vehicle doesn't have/can't utilize an OBD II port?

We can offer to send out a Cigarette Lighter (12V) Adapter



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Maintaining Pulse Signal



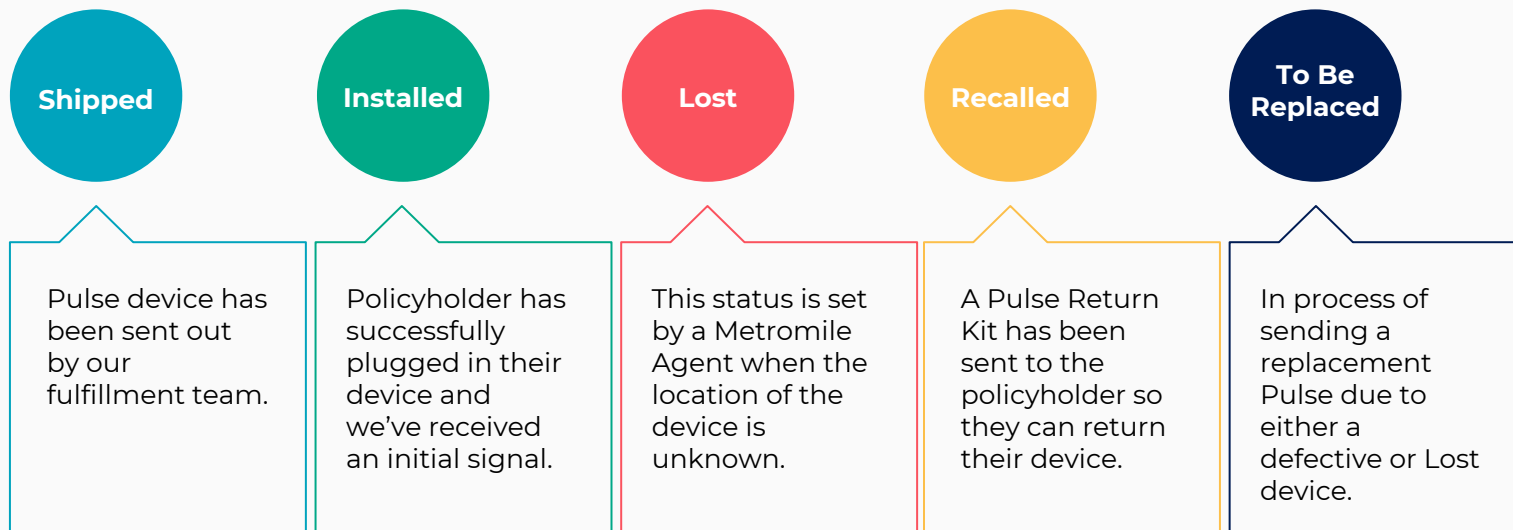
In order to send trip and location data, the device needs to have power from the vehicle's battery and an active Cell signal:

- When signal is lost due to the Pulse being disconnected, policyholders will receive an email asking them to reconnect their device
- When signal is lost due to the Pulse losing power or Cell signal, policyholder will receive an email asking them to troubleshoot their device

When the device becomes obsolete, defective, or when the policy cancels, we will send the customer a Return Kit to send the Pulse back.

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Possible Device Statuses



Questions?

Thank you.