

battle face

IMPLEMENTATION FAQs

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1. **How long does it take to implement?**

The best answer we can give you is “It depends.” The implementation time depends on the product(s) you are implementing, your system’s current set up/capabilities, and your resource availability. battleface requires a week to approve the design near the beginning of the process and a week for testing at the very end. This usually takes about 6 weeks- 2 weeks for Design and approvals, 2 weeks for build, and 2 weeks for final testing by your team and battleface. Of course, we are here for you during the entire implementation to help you have a successful launch.

2. **How do I know when I can launch?**

You will receive written notification with production credentials when approved for launch. Please do not launch battleface products until you receive such notice.

3. **Who collects premium?**

To determine who can collect premium, battleface will need to understand if your platform can pass the PAN data or shareable token via our secure API. Please contact your battleface salesperson directly or your Implementation Manager at implementations@battleface.com with any further questions or concerns.

4. **What do I need to get approval on?**

Any external-facing website, email, marketing brochure, etc. needs to be approved by battleface before use.

5. **How would customers make changes to their policy post purchase? (add/remove benefits, change of trip information, add/remove travelers, cancellation of policy)**

Customers will contact battleface via phone or email to make changes to their plan.

6. **How do I get marketing information?**

You can access pre-approved blogs, email announcements, images, copy, brand guidelines and more through your partner implementation dashboard. If you create any of your own material, it must be approved via marketing@battleface.com prior to release.

7. **What marketing support is available?**

The battleface marketing team is happy to work with you on custom materials. Please reach out to marketing@battleface.com and we will get a call scheduled!

8. **Who handles our customers' questions?**

Any questions regarding your website, including user experience, should be handled by you. Any questions regarding the battleface plan, such as coverages, exclusions, rates, etc. should be referred to battleface.

9. **Who is my Account Manager and what is their role?**

You will be notified who your Account Manager is prior to launch. After you launch, your Account Manager is your day-to-day contact and conduit for any questions/problems/concerns you may have about the battleface plans.

10. **Who do I reach out to for implementation questions?**

Please reach out to implementations@battleface.com with any questions you may have.

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