

Get to know Personal TechPro^{SM*}

Live tech support for Computer,
Home Theater and Linked Home
Premier plans

— TOTAL — PERFORMANCE PLAN

Protection for your product and your peace of mind.

Let's face it. Electronics setup, configuration and installation can be frustrating for many consumers. And nothing takes the baffle out of a shiny new laptop, TV or voice assistant purchase like a friendly, qualified expert to guide them through the head-scratching parts.

Personal TechProSM bridges the tech knowledge gap by helping customers get up and running sooner, and get the most out of their products. This translates to higher customer satisfaction, reduced returns and increased customer loyalty.

More reasons than ever for customers to choose NFM!



Personal TechProSM is a premium, omnichannel technical support solution.

It provides white-glove support for NFM customers that need assistance with things like setup and configuration, software installation, interactivity of devices connected to covered product, and device communication across networks.



The PTP team is made up of highly educated and experienced agents.

Agents have years of tech support or customer service experience, and hold degrees in technology-focused areas such as computer science, information systems, information technology and electrical engineering.



NFM customers can expect top-notch support.

The PTP team focuses on delivering the best customer experience. That means not just answering questions, but also helping customers discover new things. This produces exceptional results, with the team consistently averaging a 4.8 out of 5 Customer Satisfaction Rating and a Net Promoter Score above 80.



Assurant has invested significantly to stay ahead of the technology curve.

As part of Assurant's commitment to continuously evolve its tech support capabilities, a multimillion dollar investment was recently made to establish a cutting-edge call center that uses the latest technology. In the next two years, we'll continue to make investments to ensure customers always receive quality and efficient support with the best tools and infrastructure available.



The PTP team is just a call or tap away!

To get the technical support they need, NFM customers can simply call 866-640-0110 or use the Tap to Talk/Chat feature via the Pocket Geek[®] by Assurant[®] app on their smartphone.

The addition of Personal TechProSM is another example of NFM's commitment to consistently bring innovative products to market that make customers' lives simpler and more efficient.

*Personal TechProSM and the Pocket Geek[®] by Assurant[®] app are not service contracts.

Get to know Personal TechPro^{SM*}

In the Smart Room Where It Happens

— TOTAL — PERFORMANCE PLAN

Protection for your product and your peace of mind.



The PTP Team operates out of Assurant Atlanta Tech Center, a state-of-the-art facility which has a Smart Room that houses hundreds of devices, including smart appliances, voice assistants, smart lighting, Wi-Fi thermostats and wireless security systems.

The Smart Room lets the PTP team:

Experience devices in a real-world context.

With a living room, dining room and kitchen in 600 square feet of space, the Smart Room mimics a small apartment in every way. That's really powerful, because the team is able to replicate real-life scenarios.

Provide world-class service.

When a customer contacts the team for support with any device, a team member can grab that device from the Smart Room and walk through the issues with it on hand. This, together with an in-house Knowledge Base of thousands of smart home, computer and mobile articles, allows the team to provide superior support.

Ensure they have the latest technology.

With a dedicated monthly hardware budget, the team makes sure that, when something new hits the market, they can get it, use it and put their hands on it.

Configure, test and evaluate devices at a deeper level.

By having the major smart home products on hand, the team is able to configure and test devices across platforms. They'll also be able to see which ones have similar capabilities and where certain devices lead in terms of areas of functionality.

*Personal TechProSM is not a service contract.