

# Introducing a live chat option for your customers.

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From the 12<sup>th</sup> May your customers will be able to communicate with us directly through their **'My Account'** using our new live chat option. This enables your customers to get help to resolve their query whilst remaining within their account, saving them time.

They will be supported by our Webchat team who will provide a quick, efficient, and accurate service.

## Benefits of using My Account

- Update personal details such as address or telephone number
- Change their Direct Debit details
- Review additional benefits they have access too
- See all their policy documents and benefits
- Complete their "confirm your details" document
- Get help with any access queries

Your customer will receive a link to register for My Account when their policy goes live, and they can register for immediate access to their online portal.

Thanks for your continued support