

# Live CHAT feature

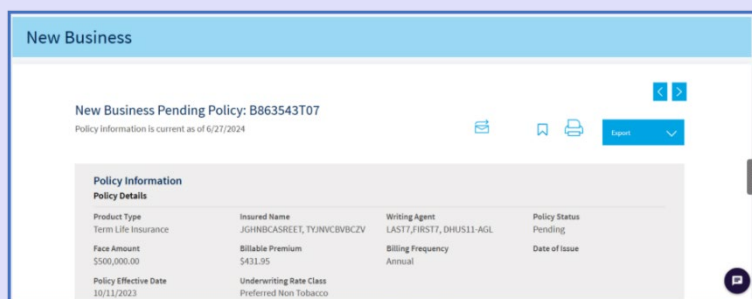
## Connect in real-time

Our representatives are available 8 a.m. - 5 p.m. CT Monday through Friday to answer questions and help with New Business policy status and requirements in your pending book of business.

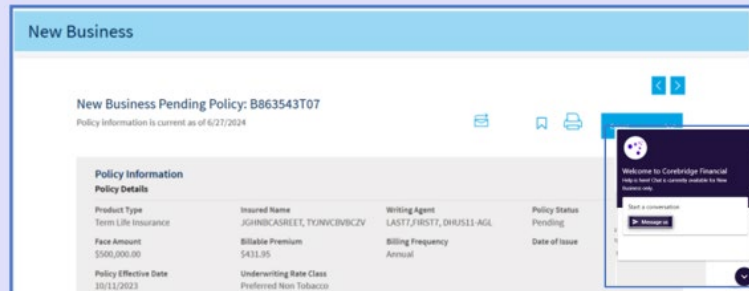
### With Live CHAT:

- Talk to a real person, not a robot
- Real-time case status
- Real-time underwriting status
- APS status, Exam-one status, tele-interview or inspection statuses
- Outstanding requirement guidance
- Replacement, 1035 and REG60 inquiries
- Submit issue instructions
- *And more*

#### How to chat:



1. Start a chat by clicking on the web messenger icon



2. The chat feature will initiate. Type your question and you will be connected to one of our representatives who can help.

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