

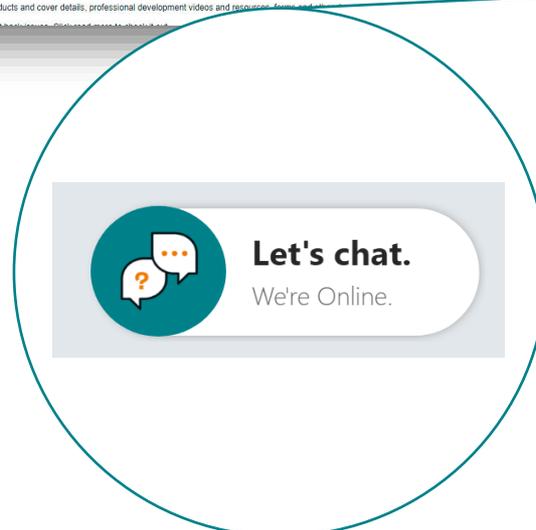
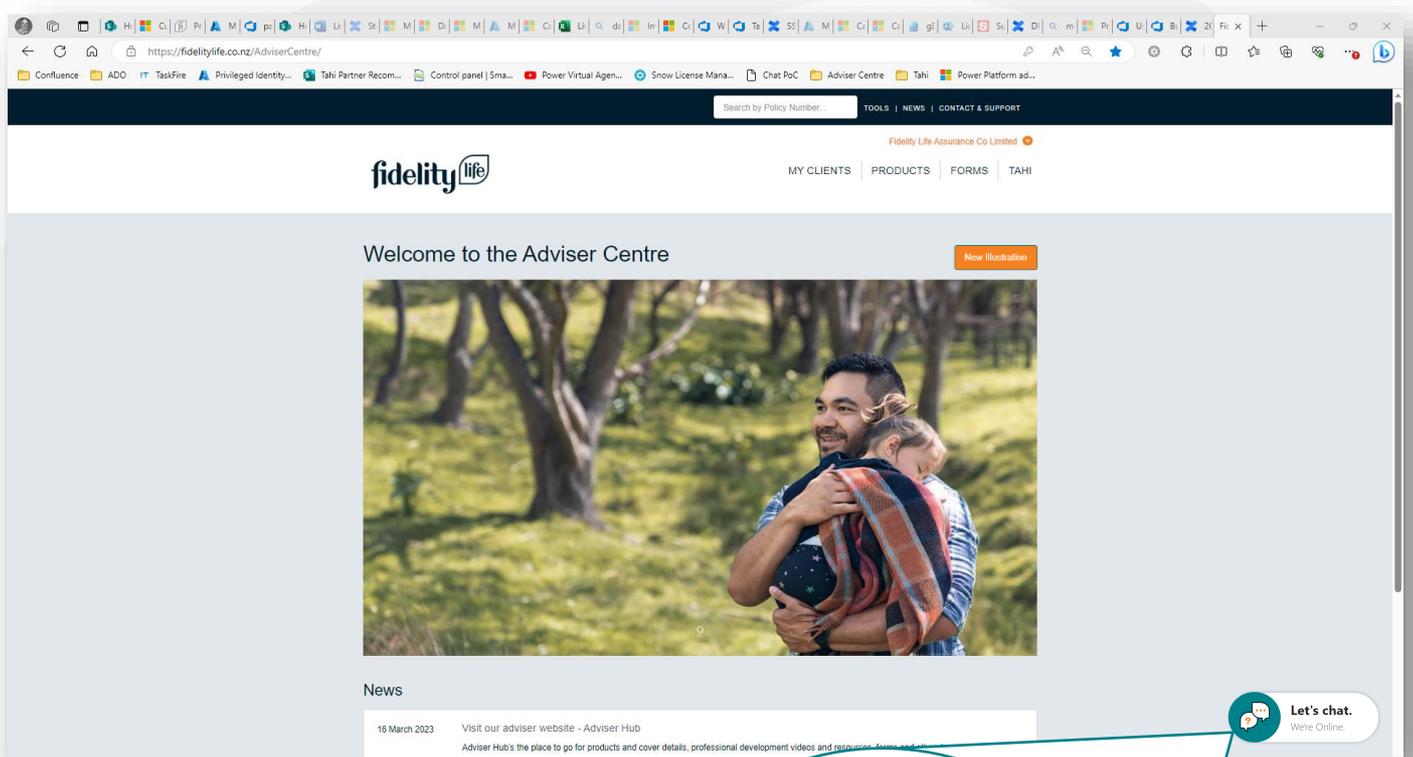
Live chat quick guide.

Live chat can be accessed via Adviser Centre.

1. Log into Adviser Centre as you usually would.

<https://fidelitylife.co.nz/AdviserCentre/>

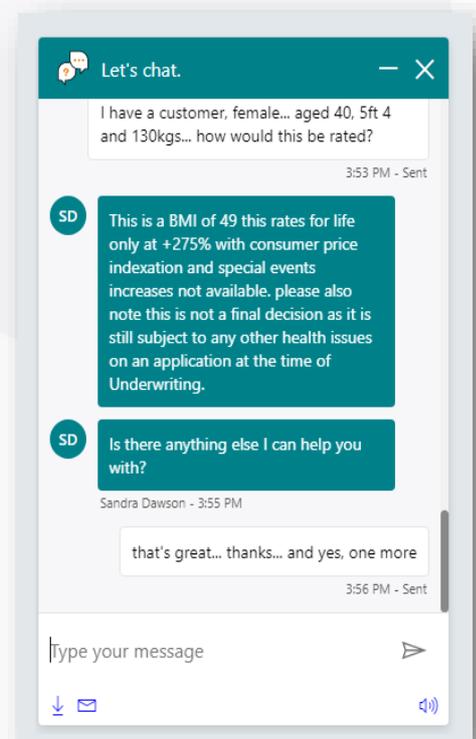
2. Once logged in, you'll see the Live chat widget on the bottom right of all pages across Adviser Centre.



3. Click on the widget to display the Live chat popup window.
4. Enter **your name, adviser number** and select what team you would like to contact, either Existing Business, New Business or Underwriting, then press submit.

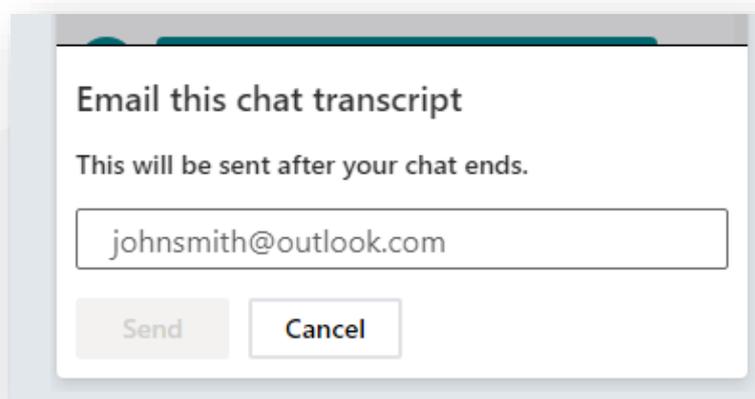
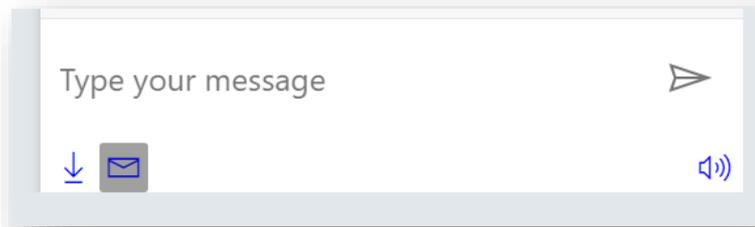
5. After pressing submit, you'll be connected with one of our team based on your previous selection, where they can help you with your query or queries.

If you have additional queries that require another team, they can also transfer you to one of the other teams. Your conversation history will be shared if you are transferred.



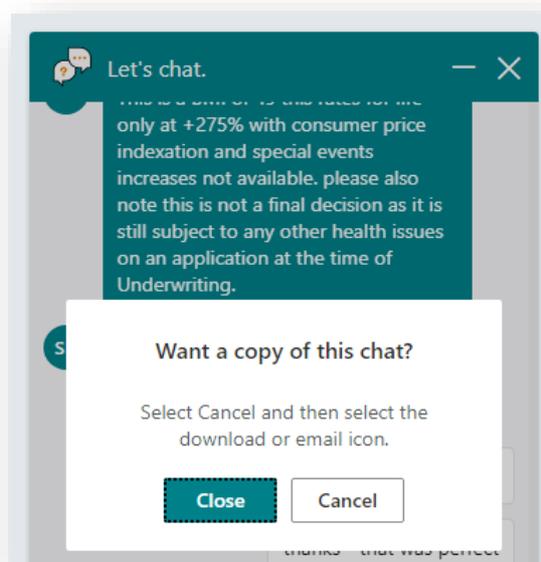
** Please note, above conversation and response is an example only*

- To get a copy of the conversation history after the conversation has finished, simply click on the email icon at the bottom of the chat window and enter your email address in the field provided. You'll automatically receive a copy of the conversation history when the conversation is closed.

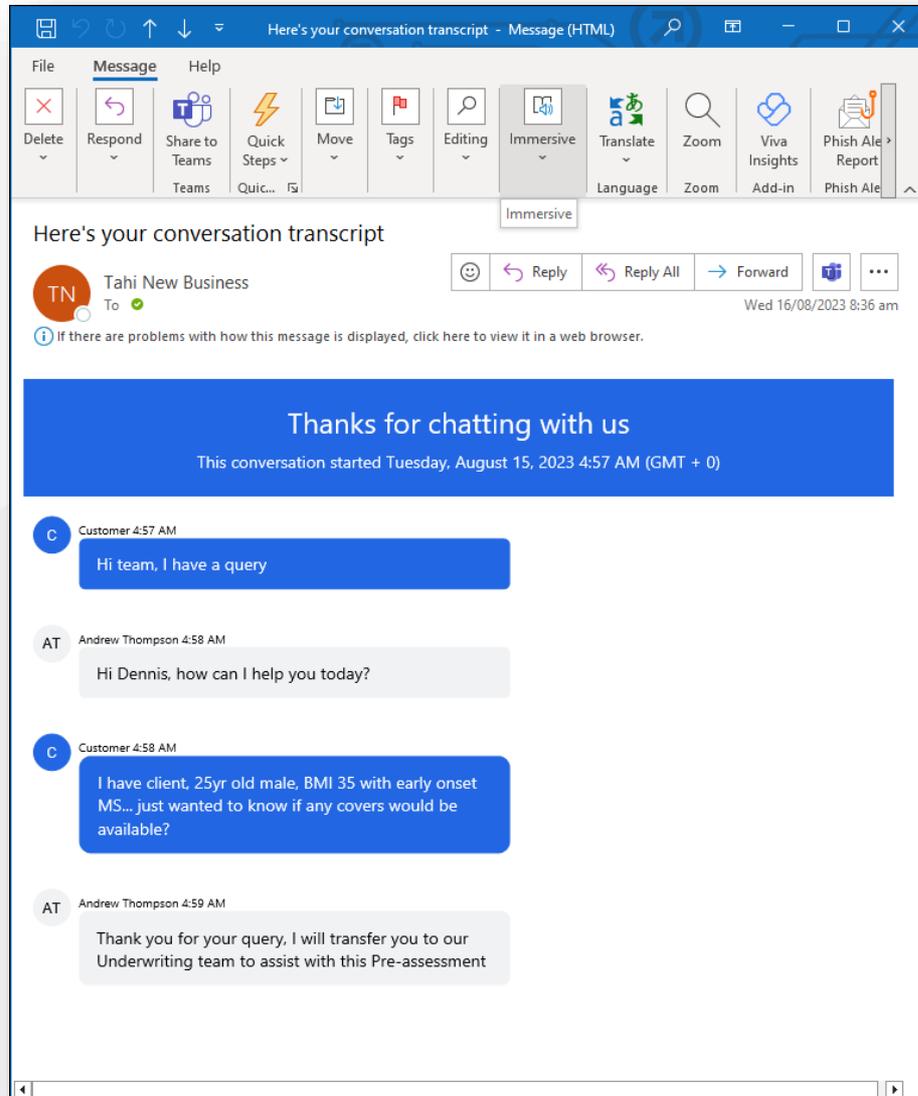


- When you've finished the conversation, you can close the chat using the X button. You'll be prompted to confirm, and you can either cancel and return to the conversation or close to end the conversation.

If you'd like a copy of the conversation history, make sure you've entered your email address (outlined in step 6), or select cancel, and enter your email address.



- If you've opted to receive your conversation history, it'll be emailed to you shortly after your conversation has ended.



Note. You can also download a snapshot of your chat conversation immediately at any time during your conversation. This will download the transcript to a HTML file; however, we recommend using the email option as this is better formatted for readability.

- Once you have ended your conversation, you can start a new conversation, beginning again from step 4.

Live chat is available 9am – 4pm Monday to Friday.

The widget will be unavailable outside of these hours.

