

## Legal & General's new adviser online support system for your protection business

Your protection broker consultant can assist you directly online, as if he or she were sitting right next to you!

Legal & General has launched a new internet-based service that enables our Protection Sales Team the ability to deliver support to you when you need it in real time.

Our new online support system provides a fast, easy and secure remote-support service allowing us to immediately identify, troubleshoot and resolve any protection query you may have on Online Protection submissions or the Adviser Centre.

### Who is it for

Our new service can be used by those of you who have difficulty with completing an application on Online Protection or navigating around the Adviser Centre. If you are experiencing such problems or need support, by calling our Protection Sales Team we will be able to access your desktop remotely and assist you with your protection query.

### How it works

By connecting to our service and downloading a simple software package you can quickly and easily request support from our Protection Sales Team, who can then view your desktop. At any time during a support session, you have full control and complete security.

### How it helps you

With our new service, our Protection Sales Team has the ability to:

- View your desktop and draw or highlight on your screen to show exactly where the problem is or explain how to solve it
- Help to progress you to the next web page/application in relation to your protection query
- Instantly exchange the necessary files, folders or URLs and updates to you
- Communicate to you over the phone or via an online Chat link.

The service also allows for your feedback by completing a customer survey once a support session has ended.

**For further information, please call your Dedicated Protections Sales Team on the usual number or alternatively call 0845 273 0010. Calls are charged at the local rate. For your protection, we may record and monitor calls.**