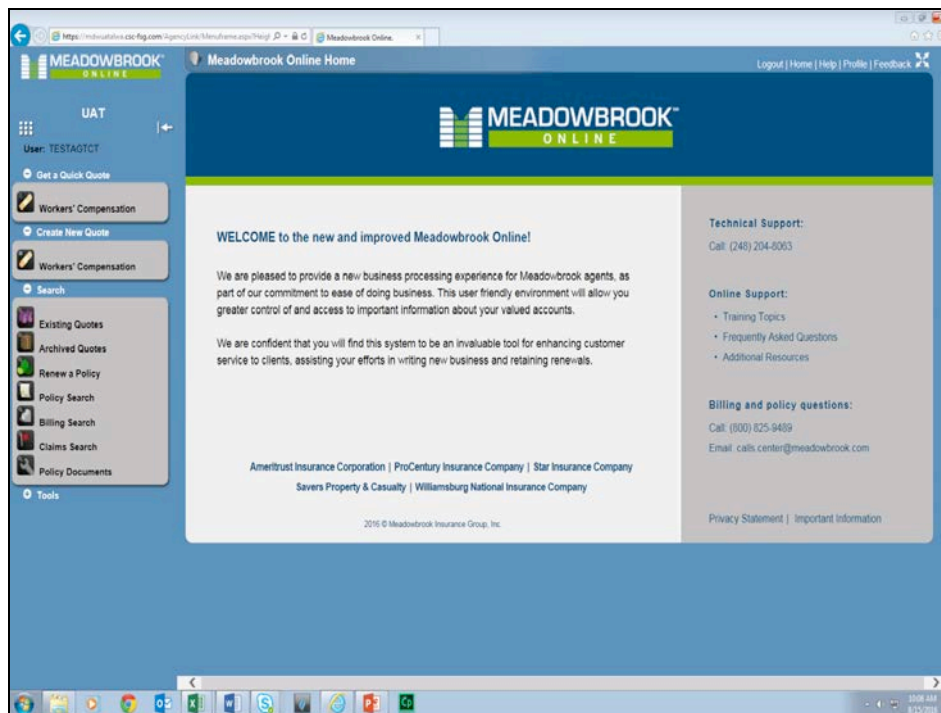
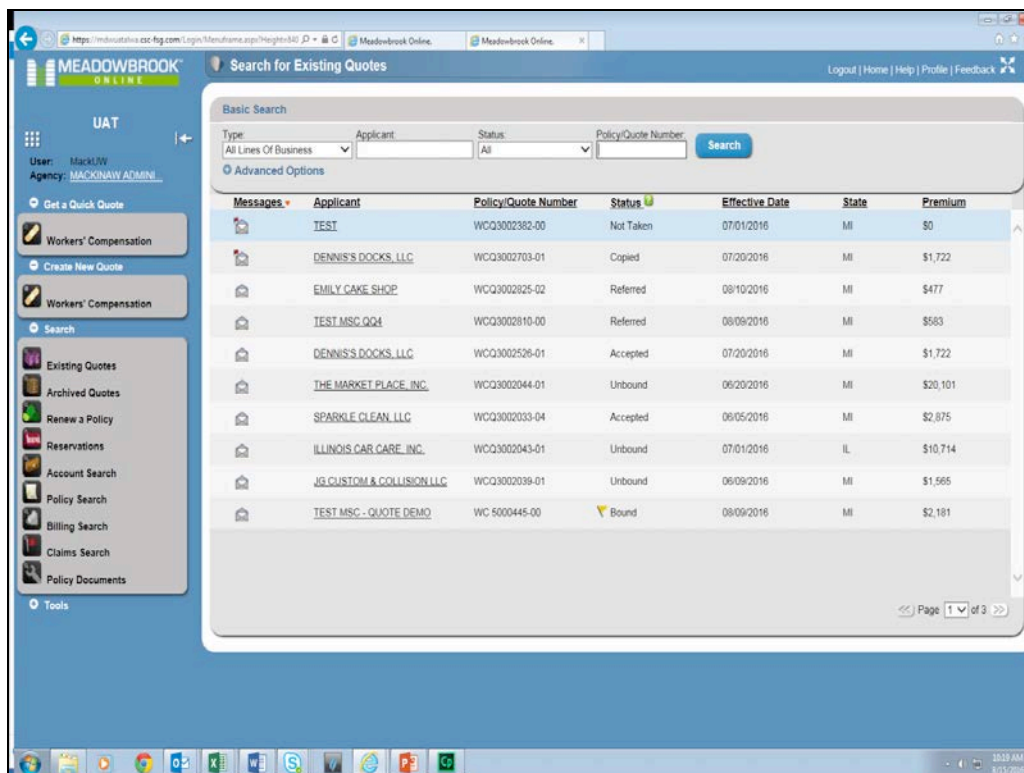




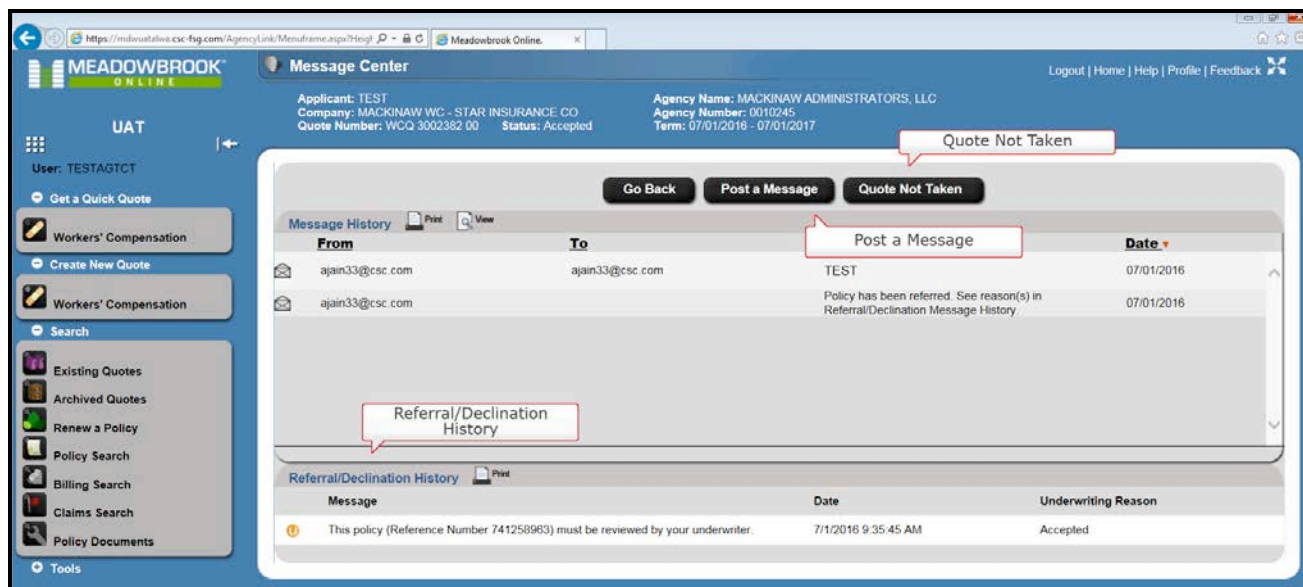
- To facilitate the communication between underwriter and agent, Meadowbrook Online employs an important feature, the Message Center.



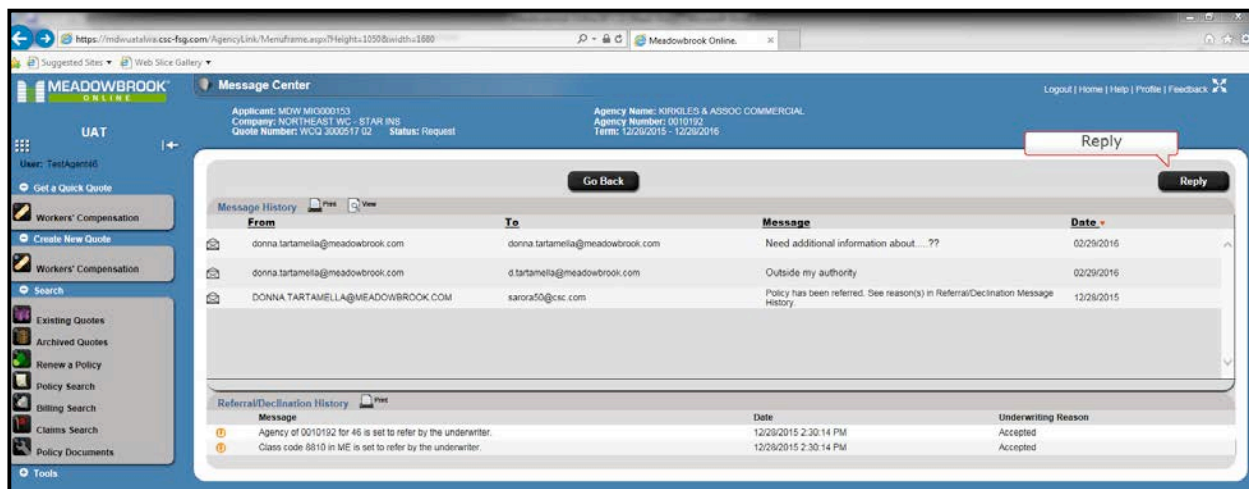
- It allows underwriters and agents to exchange messages during quote processing, as well as a number of policy actions such as declining or accepting a referral.



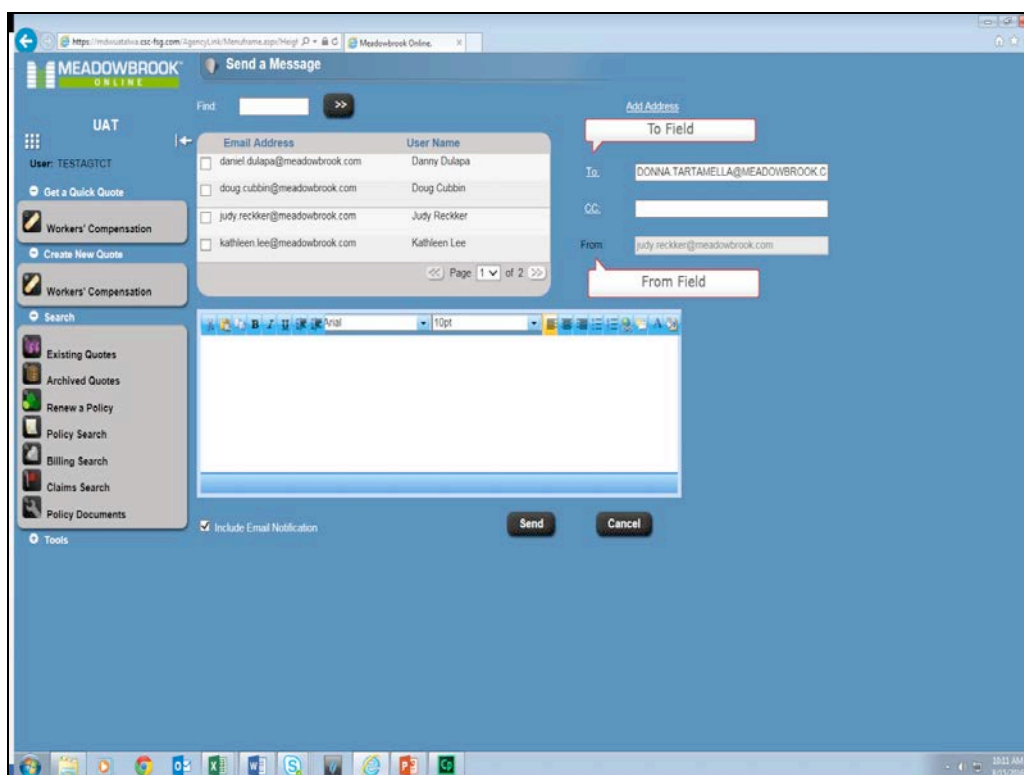
- In Existing Quotes you will see the list of current quotes. On the left hand side under Messages you will see envelopes; a red flag indicates there are new messages.
- The messaging center will always display the messages with red flags on the top of the list.
- To open the Messaging Center on an existing quote, click on the envelope for that quote in the Message column



- After selecting the envelope for a quote, you will see the Message History, as well as the Referral and Declination history.
- At this point you will be able to Go Back, Post a Message, or select Quote Not Taken.

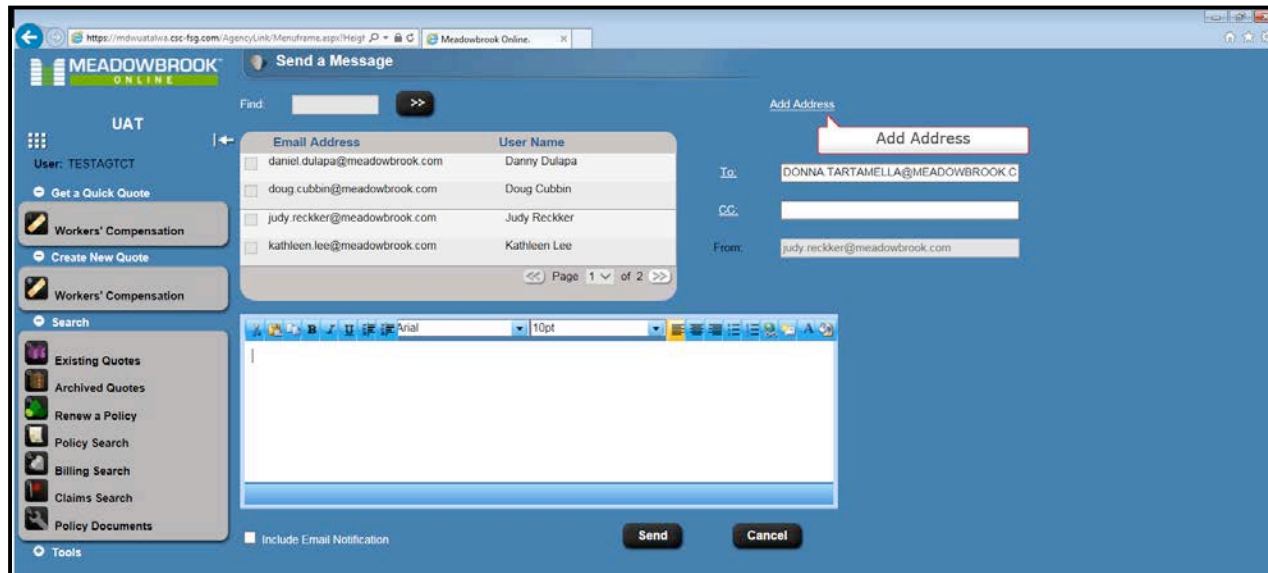


- Or if the quote is in a Request status, you can Reply or Go Back.

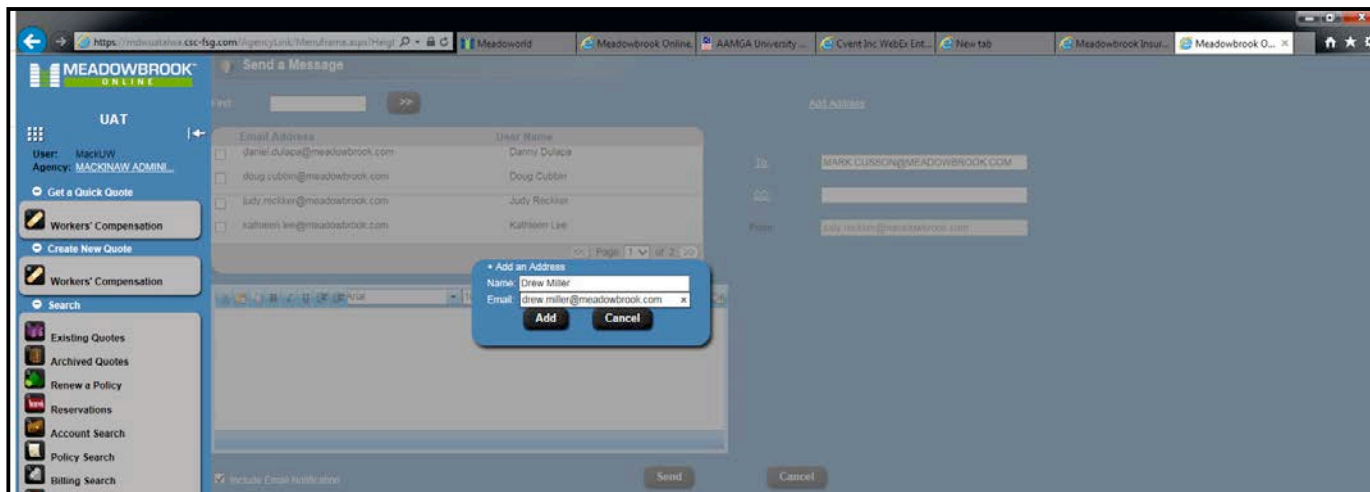


- When you chose Post a Message, Quote Not Taken, or Reply, the Send a Message will be displayed.
- The "From" field will be defaulted with your e-mail.
- The "To" field will be defaulted with the underwriter's Email who is assigned the quote.
- You have the option to change any of these addresses.

Messaging Center - Agent

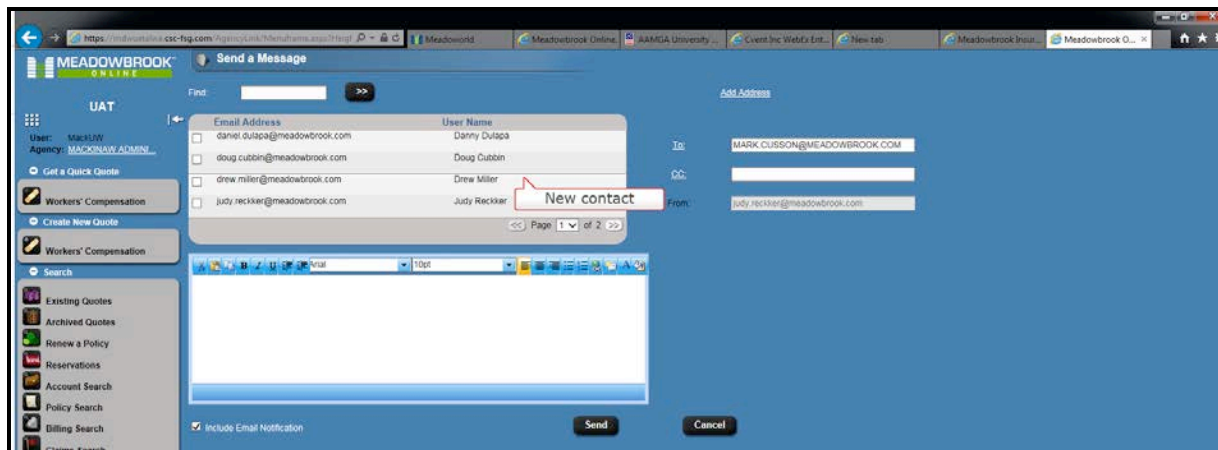


- If you need to add an Email address, click the Add address button on the top right hand corner.

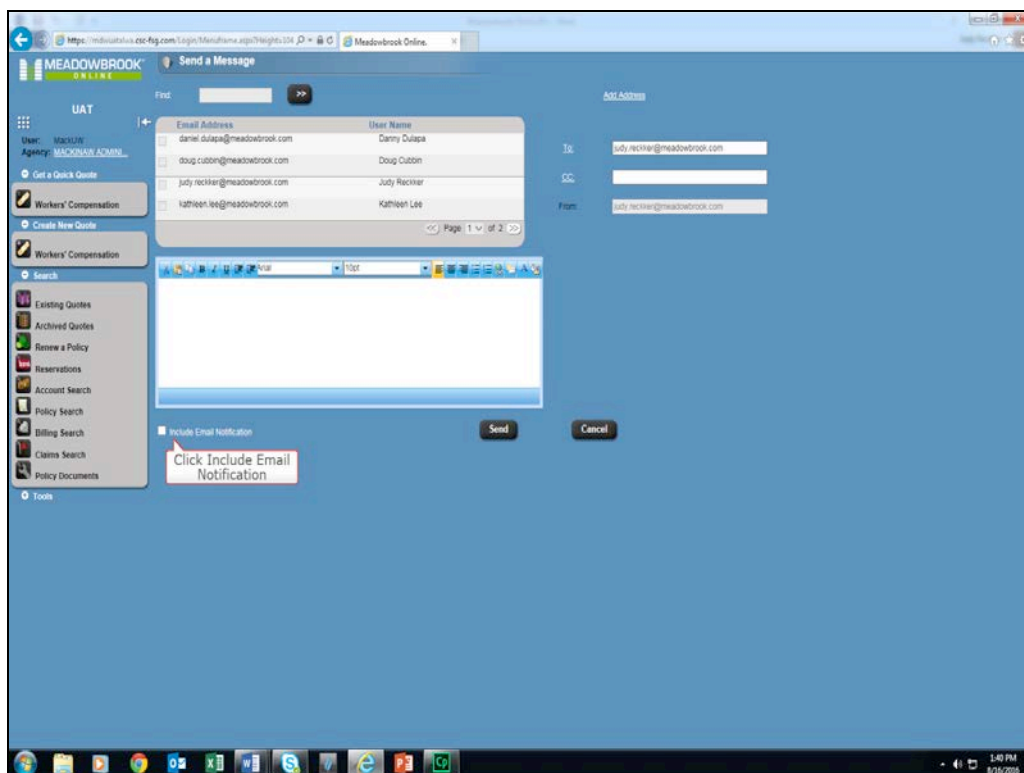


- Once you click the Add Address button, you will see a text box to add Name and Email address.

Messaging Center - Agent

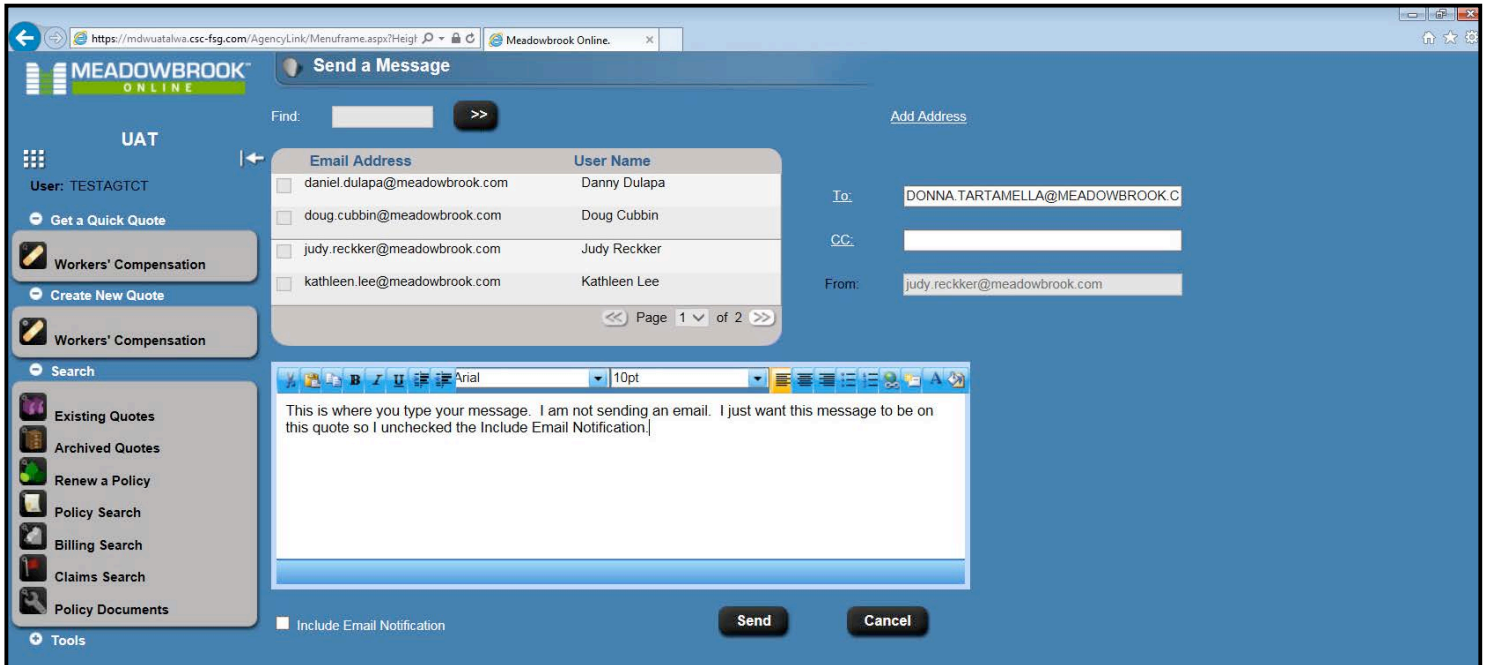


- Once you have entered the information, you will see the individual's Email address appear in your Email list.

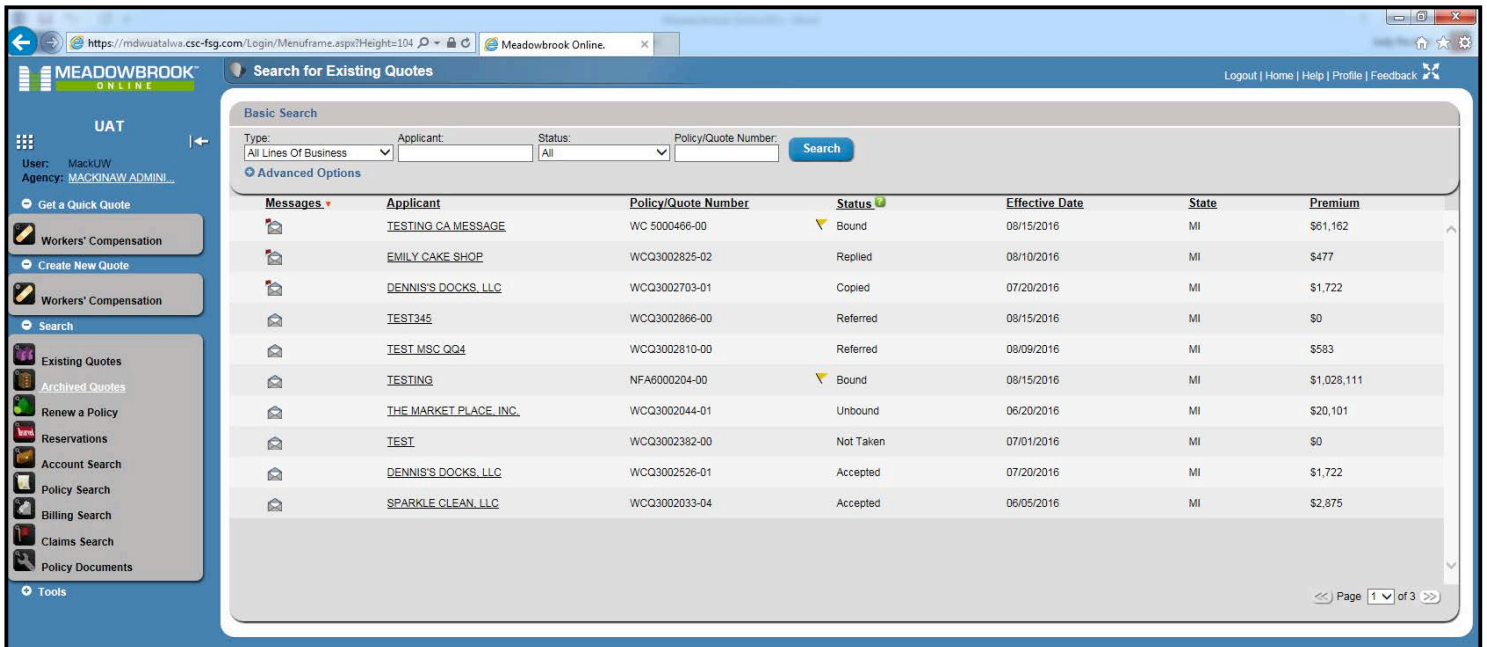


- To post a message, type your message in the text box. Then select the Recipient and click Send.
- There are two ways to post a message. The first way is to include Email Notification; it is sent to the address in the "To" field.
- The second way is to uncheck Include Email Notification, which is located under the text box. This will ensure the message ends up in your Message History without sending an Email Notification.

Messaging Center - Agent



- Either way, once you hit Send you will then see your message posted in the Message History.



- The Messaging Center is also available in the Archived Quotes to see the message history.
- The Messaging Center is also available in the Renewal listing for renewals in a pending renewal state.
- In the Renewal listing, you will have the same messaging options as you have on the Existing Quote List as discussed earlier.



- This completes the training for the Messaging Center-Agent segment.