


From: [SMB Underwriting](#)
Subject:  Instant Support, Real People, Real Results
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Velocity Risk

Stay Connected - Our New Live Chat Feature is Here for You!

We recently introduced our newest feature **Live Chat** within our quoting platform and the feedback has been fantastic!

"The New Chat Feature is another game-changer from Velocity!"

"Intuitive and Effective. It's great to have support at my fingertips."

"I was surprised how quickly the chat team resolved my question about an unusual occupancy. Fantastic addition."

"Chat works great! Using it for rate relief has been very helpful."

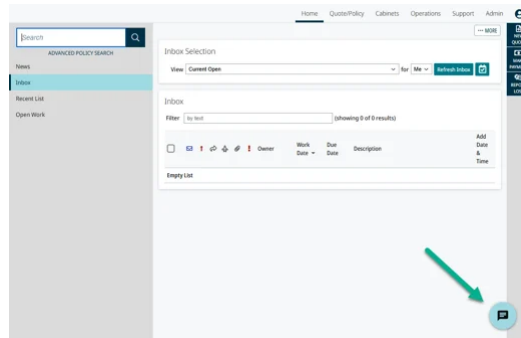
Chat is designed to streamline your interactions with our underwriting support team

- **Instant Communication:** Get quick answers and support right when you need it. No waiting. No delays.
- **Document Upload & Sharing:** Easily upload and share important files directly in the chat, reducing back-and-forth emails
- **Pricing Relief Inquiries:** Submit requests for pricing relief directly in the chat for instant results.

Plus when you connect with us via Chat, you're speaking directly with our in-house team of dedicated, knowledgeable support staff who understand your needs. Start

using Chat today to make your workday easier. Chat is available between 7am to 6pm Central.

To access the chat feature, simply log into the quoting platform and click the Chat icon. Our support team is ready to assist you whenever you need it.



Be sure to visit our Knowledge Center for updated versions of our Product Guide and training materials.

[Visit the Knowledge Center](#)

Your Resource Center for Product and System Information.

If you have any questions or need further assistance, please don't hesitate to give us a call or a chat. Our team is here to assist you. We will continue to work hard to be your carrier of choice for your coastal property risks.

[Contact Steven Schallau | Relationship Manager](#)

[Contact Underwriting Support](#)

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