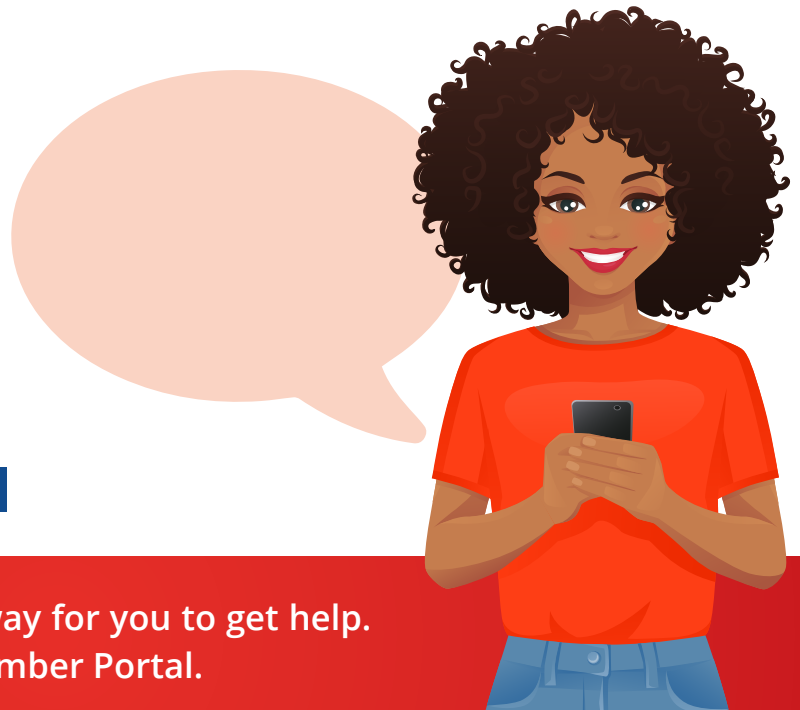


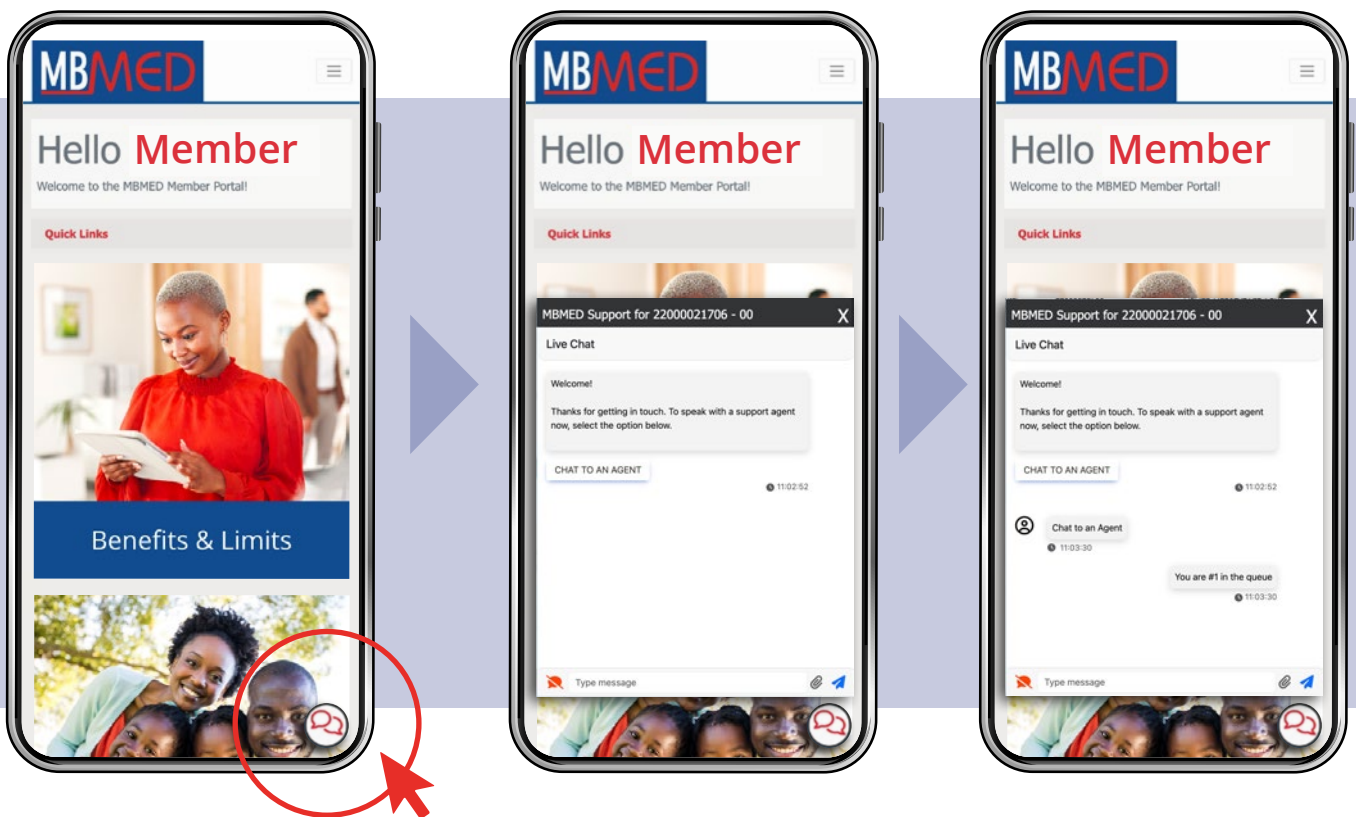
Introducing **LIVE CHAT** on the Member Portal



MBMed has a new and convenient way for you to get help. Live Chat is now available on the Member Portal.

Live Chat gives you direct access to an agent online - no need to call the call centre or wait on hold. Our agents can help you with questions about your benefits, claims, authorisations or general membership queries - connect with an agent quickly and easily from your computer or mobile device.

The service operates through a simple queuing system. If all agents are assisting other members, you will be placed in a queue and helped as soon as the next agent becomes available. You can see where you are in the queue, without staying on a phone call.



Live Chat is secure, accessible and easier for you to get the answers you need, when you need them. Simply log in to the **Member Portal** and click on the Live Chat icon to get started.

We look forward to helping more efficiently you via Live Chat.