

GET QUICK ANSWERS ABOUT  
YOUR SURENCY ACCOUNT

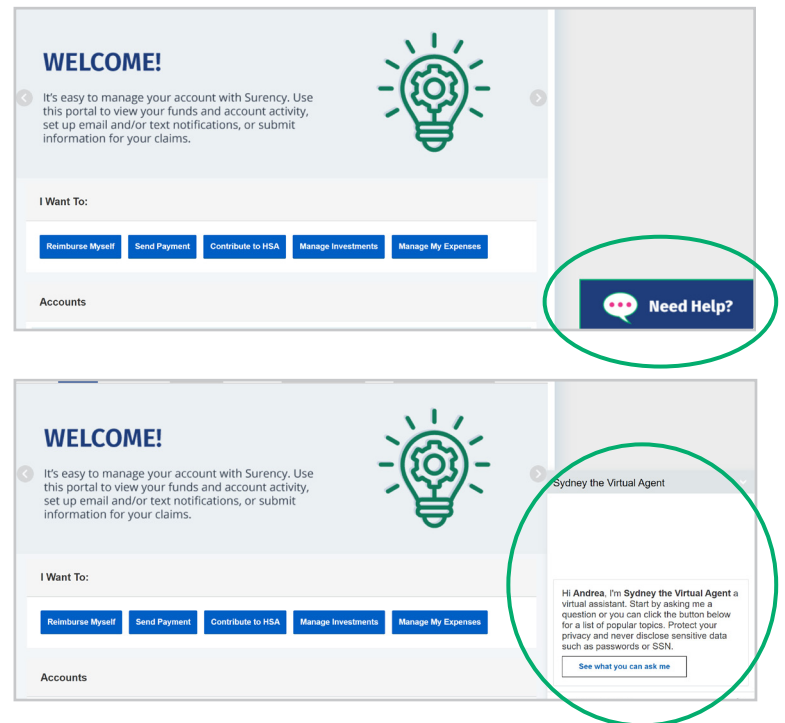
*It sure is easy.*

## WHAT IS SYDNEY THE VIRTUAL AGENT?

- + Sydney the Virtual Agent is a chat feature within your Surency Member Account.
- + Available 24/7 for all Surency members to get quick answers about using your account.

## HOW DO I USE THIS FEATURE?

- + When logged in to your Member Account at [Surency.com](https://surency.com), you can click on the “Need Help” graphic on the bottom right of the screen to make the chat window appear.
- + Sydney the Virtual Agent can answer several frequently asked questions such as: *What’s my account balance? What is my claim status? How do I upload a receipt for my claims? Can I order a replacement Benefits Card?*
- + Sydney the Virtual Agent will navigate the Member Account for you to show you how to access the information you are looking for.
- + If Sydney the Virtual Agent is unable to answer your question, you’ll be referred to contact the Surency Customer Service Team for assistance.



## MANAGE YOUR BENEFITS

You have 24/7 access to your account through the Surency Mobile App or on your Member Account at [Surency.com](https://surency.com).



Scan to download the  
Surency Mobile App!

