

**From:** [SMB Underwriting](#)

**Subject:** Velocity Risk | Download Chat Transcripts Instantly

**Date:** 03 September 2025, 10:47:24

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# Velocity Risk

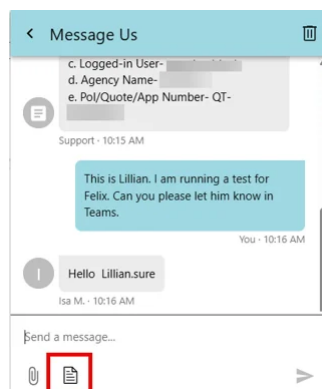
## Downloadable Chat Transcripts are Here!

We've added new tools to make your live chat experience even better.

### New Chat Features You'll Love

#### Instant Transcript Downloads

Once your chat begins, you'll notice a new Paper Icon  at the bottom of the chat window. Click it anytime to view your chat transcript, then download it as a PDF for your records.



**ChatTranscripts**  
by stratus

Download as PDF

**Customer (Aug 14, 2025, 10:15 AM)**  
Hi Hey Hello

**Bot (Aug 14, 2025, 10:15 AM)**  
Once you verify your information below, let us know what we can do to help and we will connect you with Underwriting Support.

**Bot (Aug 14, 2025, 10:15 AM)**  
a. Insured Name-  
b. Logged-in User Email-  
c. Logged-in User-  
d. Agency Name-  
e. Pol/Quote/App Number-

**Customer (Aug 14, 2025, 10:16 AM)**  
This is Lillian. I am running a test for Felix. Can you please let him know in Teams.

**Agent (Aug 14, 2025, 10:16 AM)**  
Hello Lillian sure

Conversation disconnected by Agent (Aug 14, 2025, 10:16 AM)

## ★ Quick Feedback Matters

When your chat ends, you'll be asked 3 quick questions. It only takes a moment, but your feedback helps us fine-tune the experience and serve you better.

## To Chat or Not to Chat? That is the Question.

We know sometimes you're unsure if chat or your underwriter is the right path. Here's a quick guide to help you decide.

### 💡 Start with Chat when you need:

- ✓ General information
- ✓ Risk status updates
- ✓ Endorsement or cancellation requests
- ✓ Occupancy placement questions
- ✓ Other general support or inquiries

### 🎯 Go to Your Underwriter for:

- ✓ Complicated risk-specific scenarios
- ✓ Submission clarifications
- ✓ Target premium & competitive insights
- ✓ Anything Underwriting Support doesn't cover

### Underwriting Support Contact Details

✉ [smb.underwriting@velocityrisk.com](mailto:smb.underwriting@velocityrisk.com) | ☎ 844-878-1267

💬 **Live Chat** directly in the quoting platform (*fastest option!*)

🔄 If your issue needs an underwriter, Underwriting Support will make the referral directly. Risks referred directly in the quoting platform automatically go to your underwriter.

📌 **Reminder:** You can do many endorsements yourself – check out the [Knowledge Center](#) for training and tips on how to self-service your policies.

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

## Steven Schallau, CIC

### Distribution Manager - Small Commercial

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