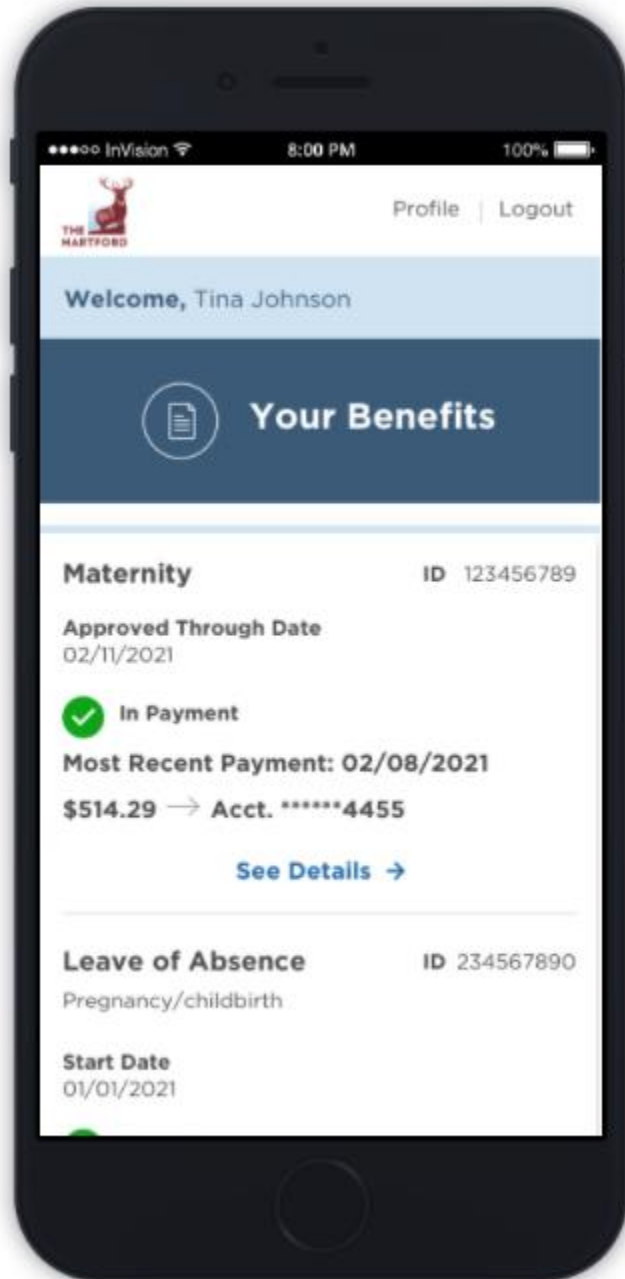
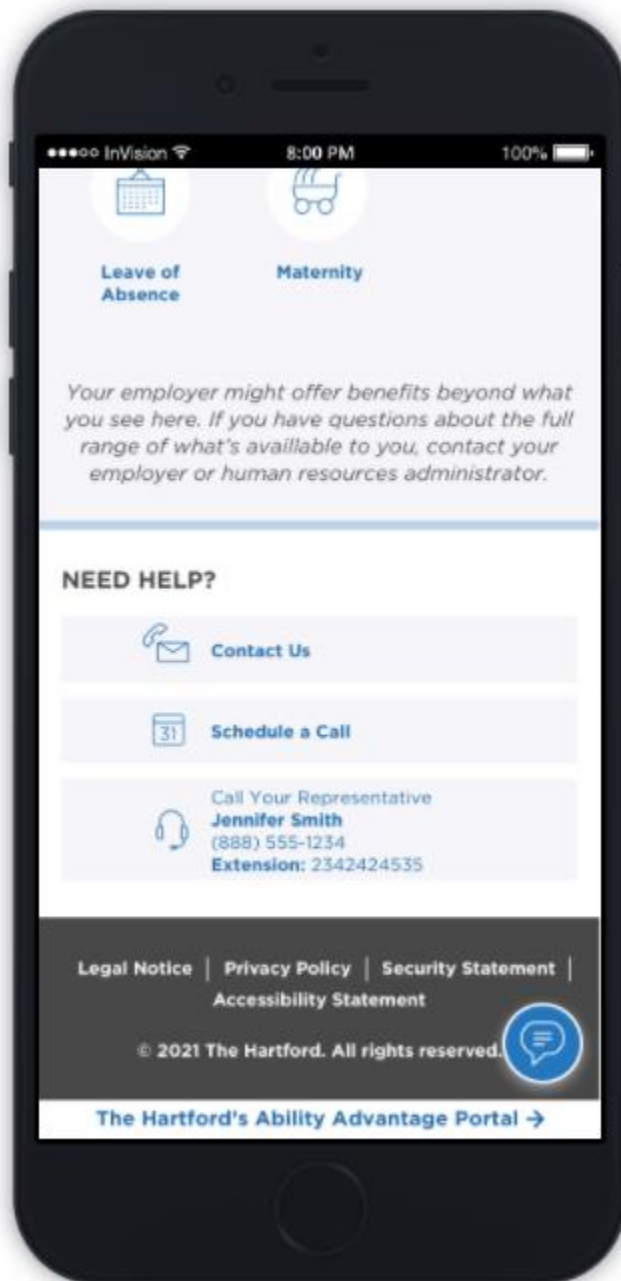


Process flow for 'click to chat with live representative'

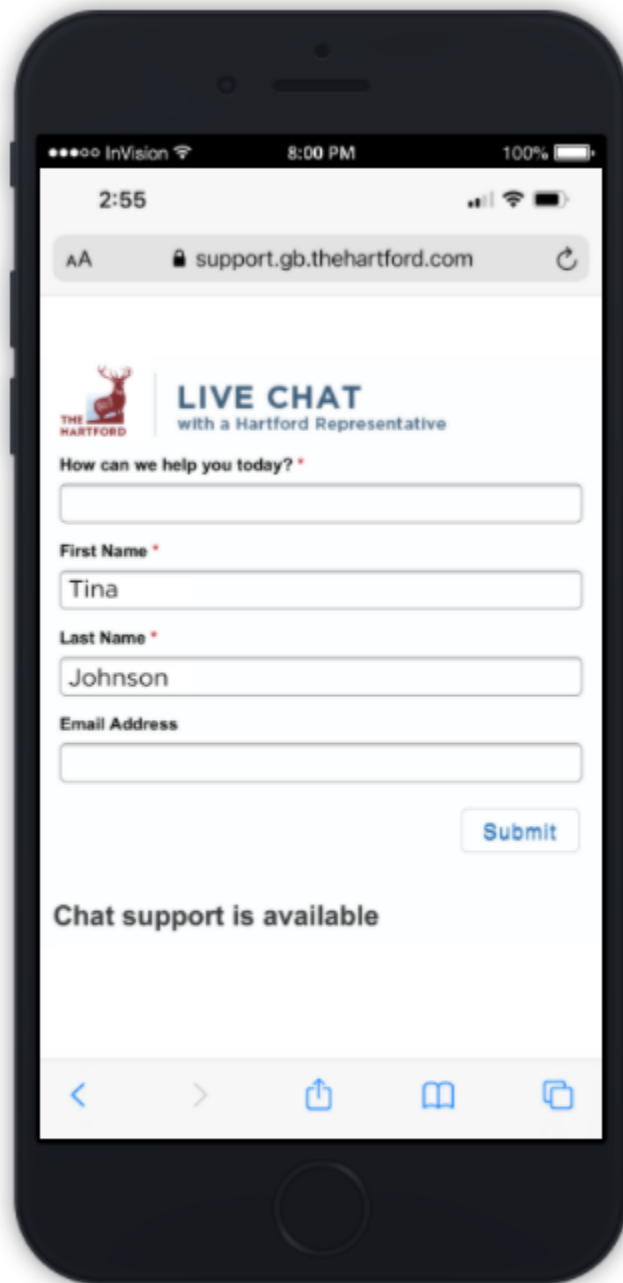
1. Step one: (landing page)



2. Step 2 (scroll down to 'click to chat image):



3. Step 3: Explain how Hartford can help you:



4. Step 4: (chat interaction):

