



## Text Message Updates

One of our aims to help make it as straightforward as possible for you to stay in the loop with progress on your protection applications without taking up too much of your time.

We are pleased to introduce a new facility to enable text updates. These are currently limited to two important milestones:

- Urgent Update – if we need to speak to you about an application as some action is needed but we haven't managed to speak to you
- Risk Instruction – depending on your contact preferences we may text you if your client has provided us with a risk instruction directly so you can confirm we can proceed

We hope this will help streamline our process and allow the most important actions to be completed quickly. We may extend the service based on the feedback we receive.

If you would like us to use text message updates or would like to know more about how the service works please contact your Case Manager.

For an on the spot updates visit our [Case Tracking](#) tool.

To view our previous updates please click [here](#).

Best regards,  
LifeQuote Team  
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