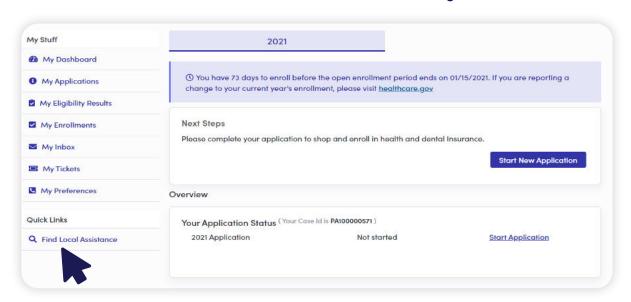


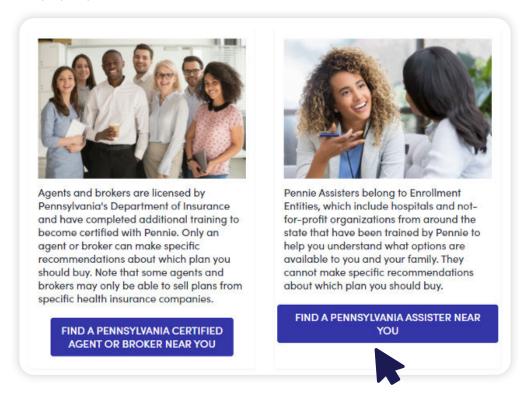
How to Designate an Assister to a Customer

Log into your Pennie account. Your customer dashboard will be displayed.

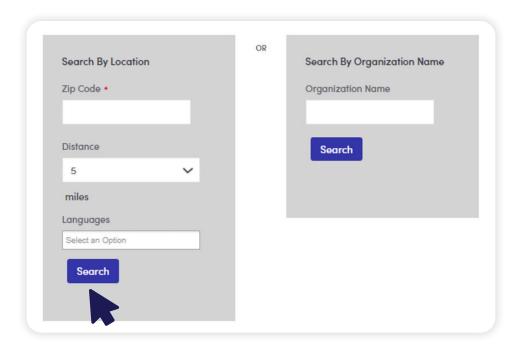
Click on "Find Local Assistance" under "Quick Links" on the left navigation list in Dashboard.



Click on "FIND A PENNSYLVANIA ASSISTER NEAR YOU" under "Find Local Assistance at No Cost to You" pop-up window.



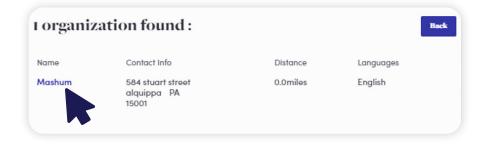
"Search for in-person assistance Pennie" pop-up window is displayed. Complete the desired search fields and click on the "Search" button.



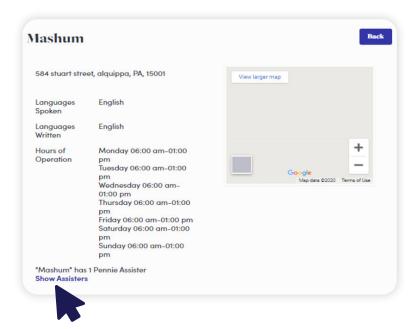
Example: Zip Code = 15001

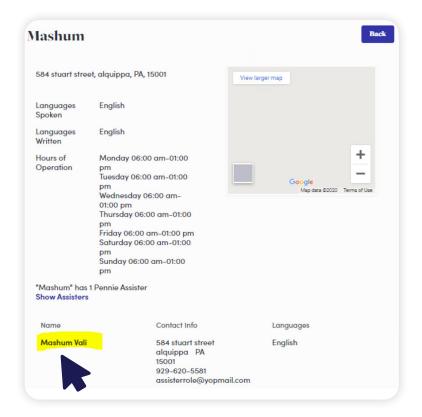


Select the Assister from the list and click on the Assister name.

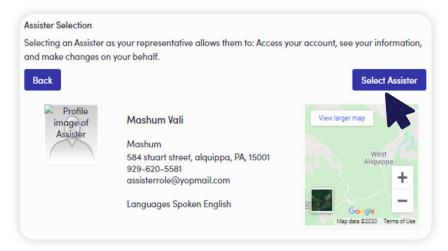


Click on "Show Assisters" link and click on the name on the Assister.

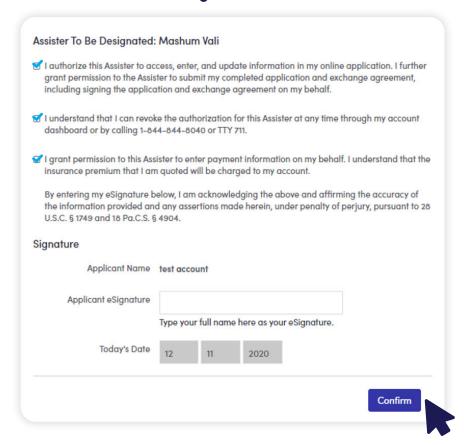




Click on "Select Assister" button on the "Assister selection" page



Accept the 'Terms and condition' and then sign and click on "Confirm" button.



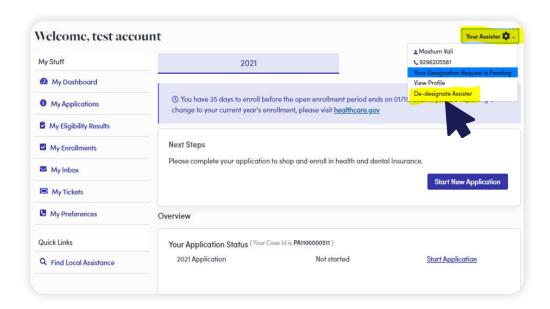
Account is successfully designated to an Assister, click on 'Close' button.

Please Note: The Assister must accept the customer's request for assistance before they can begin assisting the customer.

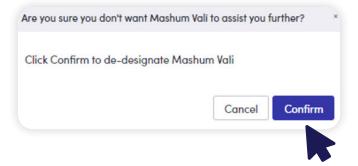


How to Revoke Assister Designation

Log into your Pennie account. The customer dashboard will be displayed. In the top right-hand corner select the "Your Assister" option. Then select "De-designate Assister"



Pop-up window is displayed as "Are you sure you don't want Mashum Vali Assister to assist you further?" – click on 'Confirm'.



The Assister is successfully de-designated.

