
From: Kelsch, Ashley M. <amkelsch@nd.gov>
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**North Dakota
Insurance Department**
Jon Godfread, Commissioner

July 1, 2019

FOR IMMEDIATE RELEASE

Contact: Ashley Kelsch
(701) 328-2684
amkelsch@nd.gov

Insurance Department First State Agency in North Dakota to Launch LiveChat on Redesigned Website

BISMARCK, N.D. – Insurance Commissioner Jon Godfread today announced the launch of the North Dakota Insurance Department’s LiveChat application on its redesigned website. This app is the first of its kind across all North Dakota state agencies.

“Since taking office in 2017, one of my main goals has been to reestablish the Insurance Department as the number one source of information for all things insurance in North Dakota,” Godfread said. “Providing the LiveChat application and a more easily navigable website will allow us to assist North Dakotans more efficiently and share information more transparently.”

The LiveChat app allows individuals to chat with Department employees via the Department’s website, www.nd.gov/ndins. Specific focus is being provided in the areas of consumer assistance and producer licensing. Department employees will be available to chat for a limited amount of time each day until the Department sees a need for additional hours of availability.

“LiveChat is easy to navigate and available for anyone to utilize,” Consumer Assistance Division Director Janelle Middlestead said. “We implemented this application so that consumers would be able to get their questions addressed in real time and then quickly continue on with their daily activities.”

The redesigned website was developed using the state’s web platform and will be hosted on state-managed servers, enhancing the Department’s online presence to provide better support to consumers, producers and companies.

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