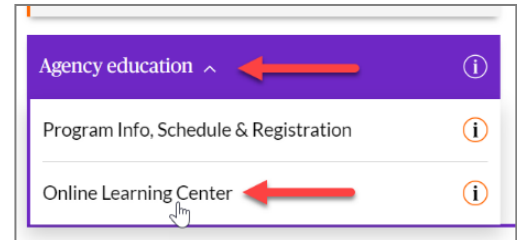


# OLC Update: Frequently Asked Questions

## Where can I find the Online Learning Center after I log in to the Agent Portal?

You can find the new Online Learning Center in the 'Tools and Services' menu on the left-hand side of the Agent Portal interface. Click on 'Agency Education' and choose 'Online Learning Center' from the dropdown menu



## What if I don't have access to the Chubb Agent Portal - or if I don't know how to access it?

The [Agent Portal](#) is the same platform that is used to access other Chubb systems such as Marketplace and Masterpiece EZ Quote. Your designated Agency Administrator is responsible for creating Chubb Agent Portal IDs for your firm. If you don't know your Agency Administrator, you can request access using the form on [this page](#). View Agent Portal FAQs and help desk options [here](#) or learn more about the [Agent Portal on chubb.com](#).

## What about my courses in progress or my transcript on the legacy OLC?

The [legacy OLC portal](#) will remain available throughout the coming months to allow existing users to complete courses in progress and save transcripts if needed, and a communication will be sent before it is no longer available. However, if you are an active user, we do recommend that you transition to the new platform as soon as possible. To view or save a transcript in the legacy OLC, [log in](#) and click the three-line menu on the top right-hand corner of the screen and click 'Transcript'. Your transcript will appear. A 'Print Transcript' button is in the top right-hand corner.

## What if I have additional questions or need help?

If you have any questions or concerns, please email [agency\\_education@chubb.com](mailto:agency_education@chubb.com) or visit <https://chubbeducation.com/olc-info/>.

*Chubb Agency Education is committed to providing innovative, high quality educational opportunities and professional development programs that support the learning needs of Chubb's agents and brokers. We are pleased to offer benefits like the Online Learning Center to support your efforts to invest in one of your most valuable resources — your people.*