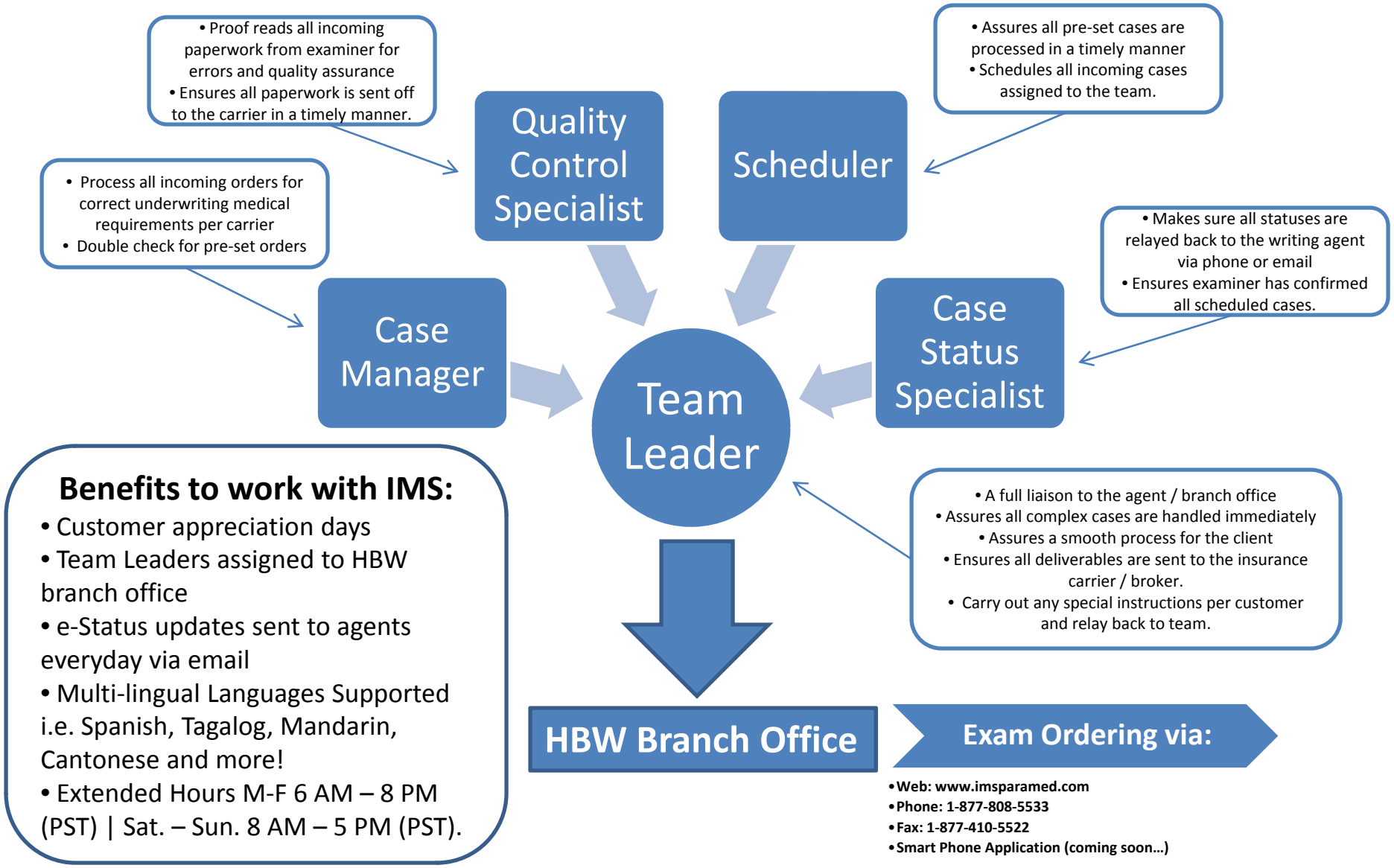
# IMS Exam Work Flow (HBW)




**Benefits to work with IMS:**

- Customer appreciation days
- Team Leaders assigned to HBW branch office
- e-Status updates sent to agents everyday via email
- Multi-lingual Languages Supported i.e. Spanish, Tagalog, Mandarin, Cantonese and more!
- Extended Hours M-F 6 AM – 8 PM (PST) | Sat. – Sun. 8 AM – 5 PM (PST).