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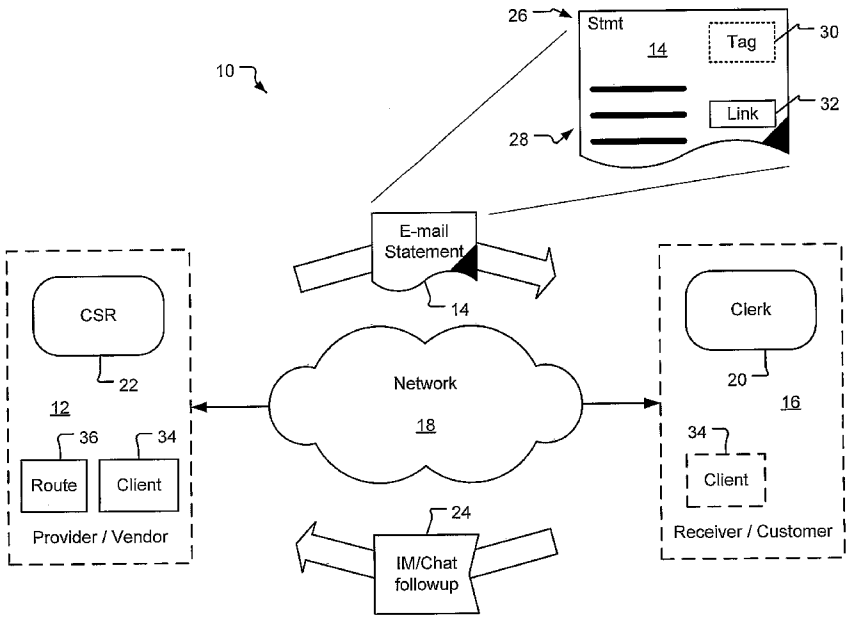
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(54) Title: INTERACTIVE E-MAIL STATEMENT



(57) Abstract: A method for interactively communicating with regard to a statement (14) in e-mail form including a tag (30) and a link (32). The statement (14) is communicated from a first computer (12) to a second computer (16) via a network (18). The first computer is operated by the statement provider (12) and the second computer is operated by a clerk (20) associated with the statement receiver. A client software is provided to the second computer automatically based on said tag (30) being present in the statement (14). An instant messaging session (24) between the second and a third computer is employed based on selective link activation by the clerk. The third computer (potentially the same as the first) is operated by a service representative associated with the provider.

WO 2004/061695 A1