

SERVICE

Contact Center Extends Hours

The ILI Post Issue Contact Center is excited to share that we will be extending our domestic hours of operations; this includes Change and Term Conversion and Illustration calls. Effective immediately, we will be open from **8 a.m. ET to 6 p.m. ET Monday through Friday** to better serve you.

We wanted to take a moment and provide a list of the various self-service support options that are available to you and customers:

- Submitting Claims – Beneficiaries can submit claims 24/7 on the Prudential website www.Prudential.com/Claims
- Accessing Forms – Individual Life has several forms available to policyowners online. Some of these, including beneficiary changes, allow for digital completion including signature and submission. Links to forms from all lines of business can be found at <https://www.prudential.com/links/forms>
- Online Functionality – Customers are able to complete a number of actions online, including Make Payments, Reallocate Funds, Change Beneficiaries, and Update Profile and Contact Information, at www.Prudential.com
- 24-hour IVR – Customers are able to complete a number of actions including make payments, change address/phone, request values statements, etc. at **800-778-2255**
- 24/7 Producer Self-Service Portal via PruXpress – This self-service portal provides producers and GAs with access to obtaining a great deal of policy information and transactions. It will enable you to view any client for Post Issue support in which you are the aligned producer that has a policy beginning with a V or L. Once registered, you can view all correspondence sent to the client, and client account information including plan type, policy status, premium mode, transaction history, beneficiary arrangement, and forms. Users can access real-time policy values with LifeInsight, and Inforce illustrations with Inforce Online Illustrator. This can be accessed at www.pruxpress.com