

# Upcoming Change to Life Customer Contact Phone Menu

465NB

**Date:** December 14, 2023**Effective:** December 20, 2023

As part of our continuous effort to streamline and enhance customer service, North American is upgrading the Life Customer Contact phone menu to include an Interactive Voice Response (IVR) component. This new feature goes live **December 20, 2023**.

This change aims to provide authorized callers with a more efficient way to access policy-specific information without the need to speak directly with a rep.

## How it works

When you call into Life Customer Contact, the IVR will prompt you to enter the following information:

- Policy number
- Active agent code
- Last four digits of your social security number

Once authorized, you will be given options to choose from to hear specific policy details within our phone menu. If you need to speak directly with someone, you will be able to skip the IVR.

**If you have questions, please contact Customer Contact at 800-800-3656 with any questions.**

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## Field Bulletin

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