

Frequently Asked Questions Now in Knowledge Base

January 13, 2016

Citizens has made a significant step in our continuing efforts to improve customer service to agents, policyholders and the public: Each of our frequently asked questions (FAQs) now is in Knowledge Base, Citizens' online information resource.

Details

The FAQs link on the top-right of our website pages now brings users to the Knowledge Base login screen.

By including each question and answer in Knowledge Base, agents, consumers and policyholders no longer will have to search through online documents to find the information they need. By entering keywords or questions, users quickly can view relevant answers and related information. Agents can use it to answer quickly the general questions they now ask the Customer Care Center or Underwriting. Because Knowledge Base holds more than 1,300 answers, there's a good chance that it has the information needed.

Agents will need their PolicyCenter[®] ID and password to gain access to agent-level answers. Agents who do not log in will be limited to consumer-level answers. Agents needing assistance with login credentials should click **Problems logging in?** on the Citizens Knowledge Base login page. Agents also can contact Citizens Technical Support at 800.575.3727 for login assistance.

If the answer is not found or the information provided does not meet an agent's needs, they can submit their own questions to our experts. Our experts will respond to questions to help expand Knowledge Base's database, making it more robust and useful. Citizens urges agents to ask questions and provide feedback so Knowledge Base becomes even better.

Access to Knowledge Base still is available via its button on the Agents page of our website and in the upper right-hand corner of PolicyCenter.

Figure 1. FAQ links and Knowledge Base button

Note

The redesigned Citizens website, which launches later this quarter, also will feature FAQ links that will bring users to the Knowledge Base login screen.

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