

# Phone Number Changes and Reorganization of Training Materials

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In order to reduce confusion and redundancy, Citizens now has two contact numbers: one for policyholders and one for agents. We've also reorganized the training materials on the *Agents* site, effective immediately.

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## Phone Number Changes

Our Customer Care Center and claims hotline phone numbers have been consolidated into one toll-free number primarily for policyholders, 866.411.2742.

Agents still have their own dedicated toll-free number, 888.685.1555, for *all* calls related to:

- Agency Services
  - Agency Administration
  - Agent Audit and Compliance
- Technical support
- Policy and claims support

Our long-term goal with these dedicated phone numbers will include specific options and messaging, which will improve the call experience.

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## Website Reorganization for Training Materials

For quicker access to agent training materials, we have removed the *PolicyCenter* link from the *Training* section of the *Agents* site and reorganized the pages. All training resources now are separated by *Personal* and *Commercial*, and then by topic. New office staff will benefit from numbered new-business training materials to help guide them through the proper sequence of learning.

All Citizens materials will be updated to reflect these changes.

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