

Phone Number Changes and Reorganization of Training Materials

julio 06, 2018

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.

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.

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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