



## Broker Alert

We've improved the Broker Services call experience to make it faster and easier for you to get the help you need.

### What's new:

Beginning today, when you call Broker Services, you'll experience a new, voice-activated phone system that uses Natural Language Understanding (NLU) to capture the reason for your call. Just say what you need, and the system will guide you to the appropriate next step.

If the system isn't able to capture your request right away, you'll still have access to a menu with more specific options to choose from.

### Highlights of the improved experience:

- Speak naturally to describe your reason for calling. No need to wait through lengthy menus
- Reduced upfront messaging saves time
- Shorter, more targeted prompts for self-service options
- Smarter interactions to help direct your call more efficiently

This update is designed to enhance your experience and get you the support you need more quickly and efficiently.

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