

## **Life Insurance Division Client & Producer Service Teams**

<b>Customer Direct Service</b>	<b>Producer Service Coordinators</b>
Customer Service Representatives provide direct support to all policy holders and financial professionals related to the policies they hold or the policy holders they service.	Producer Services Coordinators assist with all inquiries via calls and emails related to contracting, licensing and commissions for the Life Division producers and firms.

Phone Number: (800) 800-7681 Producers (800) 347-7787 Policyowners  
Hours of Operation: Customer Direct Service 5:00am – 5:00pm PT  
Producer Service Coordinators 7:00am – 5:00pm PT



### **The DALBAR Service Award**

Our Direct Customer Service Team has earned DALBAR's Insurance Service Award for the past 5 years. The DALBAR Service Award symbolizes the achievement of the highest tier of call center service to customers within the financial services industry. It is awarded only to those firms that exceed industry norms in key service areas.

This mark of excellence, in addition to the service level improvements we have achieved this year, demonstrates our commitment to a superior customer experience focused on efficient AND effective service.

### **Interactive Voice Response (IVR)**

Phone Number: (800) 347-7787

As part of the Life Insurance Division's continued investment in enhancing the customer experience, we have implemented an enhanced interactive Voice Response (IVR) system for our main toll-free numbers. This self-service enhancement fully utilizes speech recognition capabilities and provides policy owners and financial professionals 24/7 access to key policy information, such as cash value and recent payment information.

Looking forward, we plan to expand functionalities to include additional policy information and transaction processing.

### **Planned Performance Tracking (PPT) <https://PPT.PacificLife.com>**

Save time and manage your customer's Pacific Life insurance policies through PPT. Get instant access to policy statements, as-issued illustrations, and more.

### **My Life Insurance Account (MLA) [Life.MyAccount.PacificLife.com](http://Life.MyAccount.PacificLife.com)**

Policyowners can now manage their Pacific Life policy online anytime and anywhere. Here are some of the available features: View policy values and statements, manage policy allocations and investments (on most products), download forms, view policy values & statements and more.