

## Spotlight On ... the OSGLI Contact Center

**W**elcome to the first "Spotlight On" column to appear in *Veterans' Group Life Insurance News*. Each issue will highlight a specific team within OSGLI so you get a "behind the scenes" glimpse of our operations. In this issue, the spotlight is on the OSGLI Contact Center.

The Contact Center has 30 associates, the majority of whom include Customer Service Professionals (CSPs) who interact with Veterans on a daily basis. Two Senior CSPs monitor resource needs and provide guidance and advice to the team. A recently appointed Process Management Associate streamlines processes and procedures to ensure everything is running efficiently.

"We are a full service contact center," says Brian, Team Leader. "One group is dedicated to interacting with Veterans **by phone, e-mail, and Web Chat**. Another group works on all of the paperwork, including VGLI applications and requests for reinstatement." An increasing number of Veterans also use the "**Schedule a Call**" feature via their **VGLI Online Account** to request a call back at a specific date and time. Most of the services available by phone are also available through your VGLI Online Account. You can create your own VGLI Online Account today.

### Contact Center Statistics

Weekly Averages:

- ◆ 3,600 Telephone Calls
- ◆ 500 E-mails
- ◆ 30 Web Chats

"We devote a lot of time and energy to make sure our members are satisfied," says Brian. "All feedback we receive is important." Web users are also asked to provide feedback by completing a survey after their online interactions. This

feedback is used to identify what we are doing right and determine areas for development. "We're constantly evaluating suggestions and feedback we receive to improve Veterans' experiences with the Contact Center," explains Brian. Whether you call in to the Contact Center or use your VGLI Online Account, please take the time to provide your own feedback.

## A VGLI Online Account puts you in control

See coverage details, beneficiaries and pay your premium.

Follow these steps:

1. Visit **www.insurance.va.gov**
2. Select "Access Your Policy Information Online"
3. Under VGLI, select "access your policy information"
4. Select "Register Now"
5. Enter your:
  - ◆ Social Security Number
  - ◆ Last Name (Enter your last name exactly as it appears on OSGLI correspondence)
  - ◆ 8-digit Control Number (On OSGLI correspondence)
6. Click "Submit"



[www.ebenefits.va.gov](http://www.ebenefits.va.gov)

The new eBenefits online portal from the Department of Veterans Affairs and the Department of Defense is your one-stop shop for benefits-related tools and information. The portal is designed for Veterans, service members, their families and caregivers. VGLI members can also update their VGLI account information through eBenefits.

eBenefits provides:

- ◆ A catalog of links to military and Veteran benefits on other sites.
- ◆ Service members, Veterans, and family members an easy way to access and manage benefits, claims, and documents.
- ◆ Quick access to online tools via the *My eBenefits Dashboard* that enable you to apply for benefits, download your DD214, monitor claims, update personal information, see your benefits status, and more.

Visit **www.ebenefits.va.gov** today or call 800-477-8227.

*"I can think of no higher responsibility than ensuring that the men and women who have served our nation in uniform are treated with the care and respect that they earned."*

Secretary of Veterans Affairs Eric Shinseki

## A great way to pay your VGLI premium . . . . . and save up to 5%

Increase convenience and reduce paper waste by paying your VGLI premium through your bank's bill pay system.

Simply visit the bill pay section of your bank's website and add "OSGLI" as a payee. When prompted for your account number, input the first eight digits of your control number found on the upper right hand corner of your billing statement. Then choose the date you would like to pay your VGLI premium. On that date, your payment will be transferred from your checking account directly to OSGLI.

Plus, with OSGLI established as a payee, you can return to your bank's bill pay site at any time and pay future premiums with just a few clicks.

You can save on your VGLI premium by changing your VGLI billing frequency.

- ◆ Save 2.5% by paying your VGLI premium quarterly, 3.75% by paying semi-annually, and 5% by paying annually.
- ◆ Log on to your VGLI Online Account to change your billing frequency and take advantage of these savings.

If you already pay your premiums quarterly, semi-annually, or annually, your current billing statement already reflects the appropriate discount.

## Life changes. Have your beneficiaries?

If you've had a recent life event such as a change in marital status, the addition of a child, or the death of a loved one, it may be a good time to make sure your beneficiary designation is up to date.

**Make sure your life insurance benefit is paid according to your wishes.** Three convenient ways to update your beneficiaries:

1. **Online** - Through your VGLI Online Account.
2. **By Mail** - Download the Beneficiary Designation Form SGLV 8721 from [www.insurance.va.gov](http://www.insurance.va.gov) and mail it to OSGLI.
3. **By Phone** - Call OSGLI to have Beneficiary Designation Form SGLV 8721 mailed to you. Please remember that beneficiary changes cannot be taken over the phone.

## Five convenient ways to contact OSGLI

1. **Online:**  
**VGLI Web Chat** and **Schedule a Call** are available through your VGLI Online Account, Monday to Friday 9:00 a.m. to 5:00 p.m. Eastern Time
2. **E-mail:** [osgli.osgli@prudential.com](mailto:osgli.osgli@prudential.com)
3. **Phone:**  
 800-419-1473, Monday through Friday  
 8:00 a.m. to 5:00 p.m. Eastern Time
4. **Fax:** 800-236-6142
5. **Mail:**  
 OSGLI  
 PO Box 41618  
 Philadelphia, PA 19176-9913

Try **Web Chat** today  
 from your  
 VGLI Online Account

## Is your mailing address current?

If you received this newsletter notice via e-mail then you know that OSGLI has your current e-mail address. While that is good "green" news, it's also a good idea to verify OSGLI has your correct home mailing address. This way you'll stay informed about important documents regarding your VGLI account. There are three ways to update your address:

- ◆ Verify or change your address through your VGLI Online Account.
- ◆ Write your address information in the space provided on your premium payment coupon and return it to OSGLI.
- ◆ Call the Contact Center.