

IWIF Call Center **EXPRESS** Service

IWIF Call Center **Express Service** numbers can be accessed during regular business hours when calling these IWIF phone numbers: 1-800-264-IWIF
1-888-410-1400
410-494-2000

To provide a short cut to faster phone service for customer requests and to reduce the amount of time you may be holding for service, IWIF introduces Call Center **Express Service**. Call Center **Express Service** offers customers a short cut to the appropriate expert service representative. When you call IWIF, simply select the short cut from the menu that describes your request. After you enter the express numbers, you are automatically linked to the next available call representative who specializes in that type of service.

Example: Question about your premium invoice - you would call 410-494-2000 (335) or 1-800-264-4943 (335)

In all, IWIF has added 10 convenient **Express Service** numbers for the most common customer requests.

Fast & Easy

- Calling to report an injury press **3 1**
- Pre-certification of medical procedures press **3 2 1**
- Medical Bill or Explanation of Benefits question press **3 2 3**
- Benefit check status information press **3 2 4**
- All other claim inquiries press **3 2 5**

- New policy application request press **3 3 1**
- Certificate of insurance or a loss run request press **3 3 2**
- Pay policy premium by check, VISA or Mastercard press **3 3 4**
- Question about your policy premium invoice press **3 3 5**
- All other policy inquiries press **3 3 6**

Convenient

IWIF Call Center
EXPRESS
Service  **Starts With 3**