

## BULLETIN:

## Introducing Amazon Connect

October 21, 2024

Effective – October 28, 2024

States – All

**Contact** – If you have any questions about these changes, please contact Licensing and Commissions at [LC@genworth.com](mailto:LC@genworth.com) or call 800-991-5684

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We're excited to bring Amazon Connect to Licensing & Commissions! Here's what this means for you.

Amazon Connect is a cloud-based (meaning storage, processing, and software is all online) contact center service that simplifies customer interactions. We are integrating it with our key systems, and it will replace the existing Interactive Voice Response tool.

**The aim is to improve your, our teams' and our mutual customers' experience.** One of the features we are introducing is:

- A self-service menu for **Pending Commissions Amount** and **Confirming Agent Changes**, where you will validate yourself through the automated system.
- We are **planning to go live on October 28, 2024**, and will keep you posted of any changes.

**You will have the option to choose self-service or be routed to a representative.** For the self-service option you will validate yourself through the system and afterwards you will still have the option to speak to a representative. Please note that after launch, **if you wish to speak to a representative after using the self-service option, you will temporarily have to validate yourself again** with the representative.

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