



Pennie Broker/Assister IVR Path of Least Resistance

- 1** **Call Broker/Assister Number 1-844-844-4440**

Listen to the intro and wait for "How can we help you today?"
- 2** **On the main IVR menu, press prompt 3**

"For help with your own Assister or Broker Account, including Log-In Assistance..."
- 3** **Hold the line...listen to the message...then disregard reference to Pennie Resource tab on the Pennie.com website... DO NOT PRESS 1.**

Listen for...

"If you still need assistance please stay on the line to speak with a Pennie Customer Service Representative."

DO NOT PRESS star (*) to return to the main menu.

Wait...5 seconds...

IVR will play: "Hi...Thanks for calling Pennie...if you are a Pennie certified Broker or Assister then you've come to the right place."
- 4** **Stay on the line...you must listen to the privacy and security message...**
- 5** **IVR will play: "Please wait while we connect you to a the next available Pennie Customer Service Representative (CSR)."**
- 6** **Hold music will play as your call is transferred to a CSR.**

**NOTE: This will only work on the dedicated Pennie Broker/Assister line!
1-844-844-4440**