SAN BERNARDINO COUNTY

Have you heard?

When calling the Customer Service Center (1-877-410-8829), you can now log in and verify your identity using only your voice!

Call to set it up today!

Voices are like thumb prints - they are unique!

Voices have over 3,000 specific recognition points. Biometric Voice software allows you to use your voice as your password instead of entering your case number and Personal Identification Number (PIN) each time you call the Customer Service Center (CSC).

Benefits of using voice recognition:

- Heightened security - no need to worry about others accessing your case.
- Faster log-in and access to your benefit and case information.
- You don't need to remember or find your case number and PIN when you call.
- Ability to access the self-help menu to check your benefits, request forms, etc.

Basic process:

Step	Action
1	Call the CSC at 1-877-410-8829.
2	At the beginning or end of your call, follow the prompts to complete the set up process.
3	The next time you call the CSC from a phone number recognized by the system you will be prompted to say the phrase: "***My voice is my password, please verify me***."
4	The system will: • Authenticate your identify, • Transfer you to the Interactive Voice Response (IVR), and • Give you access to your case/benefit information and other self-service options.

Set up takes less than a minute!

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