

Toll Free Numbers

Phone: 1-888-419-7753

TTY: 1-800-360-5899

Administrative Fax: 1-844-634-7304

PPL CUSTOMER SERVICE

PPL has a Customer Service Center. This is for members, employees and Support Brokers. The Customer Service Center can be reached by calling toll-free at 1-888-419-7753. Dedicated Customer Service Specialists will answer this number. The Customer Service Center is open between 9:00AM and 5:00 PM EST, Monday through Friday.

PPL has a separate phone line (1-800-360-5899) that connects callers to our TTY system. This is for people with hearing and/or speech impairments who use text telephones.

Our Customer Service Center telephone system has voice mail. This is used as a back up during business hours. It is also used on nights, weekends and holidays. PPL will return any calls left on voice mail during business hours within one business day of the message.

PPL's Customer Service Center has experienced Customer Service Specialists. They are trained to communicate with a diverse group of people. Over half of our Customer Service Specialists speak both Spanish and English. We also have access to translation services through our Language Line. This is used to help people who speak other languages. PPL does not charge callers for translation services.

PPL enters all calls received, including complaints, into our computer system. We identify the member, the complaint, and the date it was made. We also track how we addressed the issue, and date it was resolved.

Please call us at 1-888-419-7753 if you have any questions. TTY users please dial 1-800-360-5899. We look forward to serving you.