



**STUDENT ADVOCATES
FOR FINANCIAL EDUCATION**

CUSTOMER SERVICE TIP

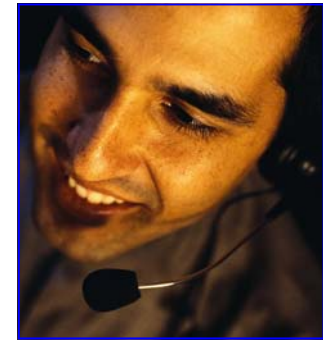
FINANCIAL TIP OF THE WEEK

- ☎ Tired of pressing buttons when you need to call customer service?
- ☎ Do you want to speak to a real person when you have a consumer issue?

Help is just a mouse click away!



<http://www.gethuman.com/>



Computer on the fritz?

Dell Technical Support

Press 3 then say
“Agent” at each prompt
Ignore the instructions
800-624-9896

Problem with your federal financial aid?

U.S. Department of Education

Financial Aid
Select Language
Press *0
800-433-3243

Book order arrived damaged?

Barnes & Noble
Direct to Human
Callback after hours
800-422-7717

Kudos to Paul English, a consumer advocate and entrepreneur, who has created a Web site that lists hundreds of companies with phone numbers that actually reach a human being instead of a computer.



For more **financial information**, contact the \$AFE office at (406) 994-7223 or by e-mail at safe@montana.edu. \$AFE is a project funded by Montana State University and a grant from the Student Assistance Foundation.

Source: English, P (2008). <http://www.gethuman.com/> Retrieved March 27, 2008.

