

How the WSO's Customer Service Team Can Support You

Every day, Al-Anon's World Service Office Customer Service team supports hundreds of members with a wide range of questions and requests. Assistance is available in English, French, and Spanish. You can contact the World Service Office (WSO) by phone at 757-563-1600 or via email at custserv@al-anon.org, and one of our Customer Service representatives will help with any of the following:

- Change of address for your *Forum* subscription or your literature order
- Ordering gift subscriptions
- Questions about your personal or group contribution
- Inquiries about Conference Approved Literature (CAL) availability
- Questions about leaving a bequest to Al-Anon in your will
- Placing personal literature orders
- Literature orders for a Literature Distribution Center (LDC) or an Al-Anon Information Service (AIS/Intergroup)
- Orders of CAL in English, French, and Spanish for international General Service Offices (GSOs)
- Questions about the shipping status of your order

Whether you are a newcomer or a longtime member, we're here to personally help you get whatever you may need for your recovery. Our Customer Service team is available to assist you Monday through Friday, from 8:00 am to 5:00 pm ET.

“Inside Al-Anon Family Groups” presents news, policy, and commentary from volunteers, staff and readers sharing experience through service. Please feel free to reprint these articles on your service structure website or newsletter, along with this credit line: Reprinted with permission of Al-Anon Family Group Headquarters, Inc., Virginia Beach, Virginia.