

Policy Service Contact Information

	Policy Service Phone #	Policy Service Fax#	Policy Service email address	Agent Website	Policy Service Overnight address:	Policy Service Regular Mail address:
Allianz	(800) 950-1962	(763) 582-6006	N/A	www.allianzlife.com	Allianz Attn: Policy Service 5701 Golden Hills Drive Minneapolis, MN 55416-1297	Allianz Attn: Policy Service PO Box 59060 Minneapolis, MN 55459-0060
American Continental (now part of Aetna)	800-264-4000 opt 3, opt 7	855-291-0553	AetSSIIPHS@Aetna.com	https://www.aetnaseniorproducts.com/ssi/index.html	N/A	American Continental Attn: Policy Service P.O. Box 1188 Brentwood, TN 37024-9486
American Equity (Annuity)	Annuity POS ph# 888-221-1234 x3	Annuity POS fax# 515-226-3129	Inquiries Only info@american-equity.com	https://agent.american-equity.com/	American Equity Attn: Policy Service 6000 Westown Parkway West Des Moines, IA 50266	American Equity Attn: Policy Service PO Box 10343 Des Moines, IA 50306-0343
American General	LIFE POS#: 877-200-0220 Annuity POS ph# 888-438-6933 LTC POS# 800-244-1927	(713) 831-3028	Inquiries Only https://wssonesource.apla.americangeneral.com/AOFF/Forms/Public/PolicyOwnerContactUs.aspx	www.americangeneral.com	American General Life Attn: Policy Service 1050 North Western Street Amarillo, TX 79106	American General Life Attn: Policy Service P.O. Box 9000 Amarillo, Texas 79105
American Investors	-----	-----	-----	-----	see Aviva	-----
American Memorial	(800) 585-8385					
American National	(800) 899-6806	(409) 766-2022	http://www.anico.com/Email/index.htm	www.anico.com	American National Ins Co Attn: Life Ins Svcs 3257 1949 E Sunshine St. Springfield, MO 65899-3257	American National Ins Co Attn: Life Insurance Services PO Box 3257 Springfield, MO 65808-3257
Americo Life & Annuity	800-231-0801	877-388-3448	customer.service@americo.com	https://www.agentcafe.com/default.asp	Americo Life & Annuity Attn: Policy Service 300 West 11th Street Kansas City, MO 64105	Americo Life & Annuity Attn: Policy Service PO Box 410288 Kansas City, MO 64141
Amerus	800-225-8073	866-295-0061	-----	-----	see AVIVA for everything BUT phone & fax	-----
Annuity Investors	-----	-----	-----	-----	see Great American	-----
Assurity	800-869-0355	888-255-2060	clientservices@assurity.com	https://assurelink.assurity.com/Home/tabid/36/ctl/Login/Default.aspx?returnurl=%2FDefault.aspx	Assurity Life Ins Co Attn: Policy Service 2000 Q Street Lincoln, NE 68503	Assurity Life Ins Co Attn: Policy Service P.O. Box 82533 Lincoln, NE 68501-2533
Athene (formerly Royal Bank of Canada)	855-4-ATHENE	770-690-1985	agentsupport@atheneannuity.com	https://portal.atheneannuity.com/Content/ContentDisplay.aspx?ContentID=49	Athene Annuity & Life Assurance Co Main Administration Offices 400 Brookfield Parkway Greenville, SC 29607	Athene Annuity & Life Assurance Co Attn: Policy Service PO Box 725449 Atlanta, GA 31139
Aurora	800-265-2652	803-333-2305	N/A	www.auroralife.com	Aurora Nat'l Life Assurance Co Attn: Policy Service 175 King Street Armonk NY 10504	Aurora Nat'l Life Assurance Co Attn: Policy Service P.O. Box 4490 Hartford, CT 06147-4490
AVIVA	800-800-9882	800-531-0038	N/A	https://www.avivausa.com/portal/site/agent	Aviva Life & Annuity Attn: Policy Service 7700 Mills Civic Pkwy West Des Moines, IA 50266	Aviva Life & Annuity Attn: Policy Owner Service PO Box 1555 Des Moines, IA 50306-1555
AXA - Equitable	800-777-6510	855-268-6378	service@axa-equitable.com	www.axa-equitable.com	AXA Equitable National Operations Center 8501 IBM Drive, Suite 150 Charlotte, NC 28262	AXA Equitable Attn: Policy Service PO Box 1047 Charlotte, NC 28201-1047
Banner	800-638-8428 option 2 then option 4	301-294-6960	customerservice@bannerlife.com	https://www.ljamerica.com/cgi-bin/recentnewsd.exe?curco=17	Banner Life Attn: Policy Service 3275 Bennett Creek Ave. Frederick, MD 21704	same
Chase	LIFE - 800-321-9313 Annuity: 877-280-5102	LIFE : 847-874-0652 Annuity: 847-874-0604	N/A	N/A	Chase Insurance Attn: Policy Service 2500 Westfield Drive Elgin, IL 60123	same
Chesapeake now under "Ins Svcs" (part of Jackson)	(866) 215-5343	803-333-4439	n/a	www.wrli.com	Insurance Services Attn: Policy Service for Chesapeake Life 100 Centerview Dr, #100 Nashville, TN 37214	Insurance Services Attn: Policy Service for Chesapeake Life PO Box 305014 Nashville, TN 37230-5014
Clarica	-----	-----	-----	-----	see Midland National	-----
CNA now under "Ins Svcs" (part of Jackson) 02/10/14 - CNA Financial to sell life unit in Wilton Re deal - currently no info on changes in POS processing	877-627-3618	517-706-5552	https://www.jackson.com/contactus/Index.jsp?framework_guid=25006b5cf675bb34400f014f00810019	https://www.jackson.com/Index.jsp	Insurance Services -- CNA 1 Corporate Way Lansing, MI 48951	Insurance Services -- CNA P.O. Box 24068 Lansing, MI 48909-4068
Dearborn National	(800) 538-0379	630-824-5428	dearborn@us.ibm.com	www.dearbornnational.com	Dearborn National Individual Policy Service 5990 Greenwood Plaza Blvd Suite 325 Greenwood Village, CO 80111	Dearborn National Individual Policy Service 5990 Greenwood Plaza Blvd Suite 325 Greenwood Village, CO 80111
Empire General	-----	-----	-----	-----	see Protective Life	-----
Equitrust	866-598-3692 x2, x1	515-226-5101	Customer.Service@EquiTrust.com	http://www.equitrust.com/agents/agents.htm	EquiTrust Life Ins Co Attn: Agency Services 7100 Westown Pkwy Ste 200 West Des Moines, IA 50266-2521	EquiTrust Life Ins. Co. Attn: Agency Services PO Box 14500 Des Moines, IA 50306-3500
Executive Life	-----	-----	-----	-----	see Aurora	-----

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F&G (Fidelity & Guaranty) (formerly OM Financial)	888-513-8797	Life 800-281-5777 Annuity 402-328-2266	http://home.fjlife.com/contact-us/contact-us-form	http://home.fjlife.com/agent-central	F&G Life Ins Co Srvc Cntr 777 Research Drive Lincoln, NE 68521	F&G Life Ins Co Srvc Cntr PO Box 81497 Lincoln, NE 68501
Fidelity Life	(800) 369-3990	866-947-8738	service@fidelitylife.com	http://www.fidelitylife.com/agents/	Fidelity Life Association Attn: Policy Service 8700 W. Bryn Mawr Ave #900 S Chicago, IL 60631	Fidelity Life Association Attn: Policy Service PO Box 5030 Des Plaines, IL 60017
Forethought	877-244-7526	877-554-2413	ask.us@forethought.com	https://b2b.forethought.com/b2bLogin	Forethought Financial Group Annuity Management 82 Hopmeadow Street, 2nd Fl Simsbury, CT 06089	same
Fort Dearborn	-----	-----	-----	-----	<i>now Dearborn National</i>	-----
GENWORTH Life&Annuity	888-325-5433 x 812-7720 (life only) for lmed. Annuity 888-322-4629	888-325-3299	lifecustomerservice@genworth.com	https://www.genworth.com/#tab2-tab	Genworth Life & Annuity Attn: Policy Holder Services 3100 Albert Lankford Dr Lynchburg, VA 24505	Genworth Life & Annuity Attn: Policy Holder Services PO Box 40016 Lynchburg, VA 24506
Genworth Life (LTC) previously GE Capital Assurance	800-456-7766	800-876-8220	Will not e-mail anything with policy details.	https://www.genworth.com/#tab1-tab	Genworth Life Attn: Policy Holder Svcs - LTC 3100 Albert Lankford Dr Lynchburg, VA 24505	Genworth Life Attn: Policy Holder Svcs - LTC PO Box 40016 Lynchburg, VA 24506
Great American	800-854-3649	800-482-8126	ClientRelations@gafri.com	https://galogin.net/gafri.iam.userapplication?returnurl=https://new.gafri.com/gafriagent/incassum/incassum/home.aspx	Great American Attn: Policy Service 301 E Fourth Street Cincinnati, OH 45202	Great American Attn: Policy Service PO Box 5420 Cincinnati, OH 45201-5420
Guarantee Trust	800-338-7452	847-298-1215	thru website http://www.gtlic.com/customerservice/Pages/pos_inquiry_form.aspx	http://www.gtlic.com/Pages/default.aspx	Guarantee Trust Life Ins Co Attn: Policy Services 1275 Milwaukee Ave. Glenview, IL 60025	Guarantee Trust Life Ins Co Attn: Policy Services 1275 Milwaukee Ave. Glenview, IL 60025
Guggenheim	800-767-7749	317-574-6278	CustomerService@guggenheiminsurance.com	https://guggenheimlife.com/agent-imo/agent-portal	Annuitiy Services Guggenheim Insurance 401 Pennsylvania Pkwy #300 Indianapolis, Indiana 46280	same
Indianapolis Life	-----	-----	-----	-----	<i>See Aviva</i>	-----
ING / Reliastar	877-886-5050 Fixed Annuity POS ph# 800-369-5303	877-788-6308	n/a	www.ingvc.com	ING Service Center Attn: Policy Service 2000 21st Ave. NW Minot, ND 58703	-- use overnight address -- each division of ING has a different PO Box. No guarantee it will be forwarded properly if you use the wrong PO Box.
ING USA	-----	-----	-----	-----	-----	-----
INTEGRITY (part of Western & Southern)	800-325-8583	888-220-2677	service@integritycompanies.com	http://www.wsfincpartners.com/accountaccess/accountaccess.php	Integrity Life Ins Co Attn: Client Services 15 Matthews St., Ste. 200 Goshen, NY 10924	Integrity Life Ins Co Attn: Client Services PO Box 5720 Cincinnati, OH 45201
Jefferson Pilot	-----	-----	-----	-----	<i>see Lincoln Financial</i>	-----
John Hancock (previously Manufacture's Life)	800-377-7311	(617) 572-1571	Web based: https://www.johnhancocklfc.com/individual/lfc-policy-holders.aspx	www.jhsalesnet.com	John Hancock Ins. Co. Attn: Customer Service 197 Clarendon St. Boston, MA 02117	Customer Service Center R-03 John Hancock Life Ins Co 1 John Hancock Way Ste1350 Boston MA 02217
Legal & General	-----	-----	-----	-----	<i>see Banner Life</i>	-----
Life of the Southwest	Annuity beginning with NG: 800-732-8939 Life & all other annuities: 800-732-8939	Annuity beginning with NG: 214-638-9162 Life and all other annuities: 802-229-7054	Annuity beginning with NG: Service@NationalLife.com Life and all other annuities: LifeCustomerService@NationalLife.com	www.nationallifegroup.com	National Life Ins Co Attn: Policy Owner Service 1 National Life Drive Montpelier, VT 05604	National Life Ins Co Attn: Policy Owner Service 1 National Life Drive, Montpelier, VT 05604
Lincoln Benefit (now part of Allstate)	844-768-6777 for Life 800-643-8190 for Annuity and GenBuilder	None	service@allstate.com	https://www.accessallstate.com/anon/Login.aspx	Lincoln Benefit Attn: Imaging AF -- Policy Service 8675 Freepoint Pkwy N. MS #21 Irving, TX 75063	Lincoln Benefit Life Company Attn: Policy Service P.O. Box 660191 Dallas, TX 75266-0191
Lincoln Financial / Lincoln National	(800) 458-5299	-----	-----	http://www.lfg.com/	please call the carrier to get the correct address for your policy ... they have Policy Service divided between offices in different states ... only the carrier can determine which is the correct office	-----
Loyal American	888-863-5891	N/A	http://www.loyalamerican.com/ContactUs.aspx	http://www.loyalamerican.com/Agents.aspx	Loyal American Attn: Policy Owner Service 11200 Lakeline Dr., Ste. 100 Austin, TX 89828-5964	Loyal American PO Box 26580 Austin, TX 78755-0580
Manhattan National	-----	-----	-----	-----	<i>see Great American</i>	-----
Manulife	-----	-----	-----	-----	<i>See John Hancock</i>	-----
MET LTC	800-308-0179	952-833-5410	N/A	www.metlifeinvestors.com	MetLife LTC Attn: Policy Service ACS 2025 Leestown Rd Ste J Lexington, KY 40511	MetLife LTC Attn: Policy Service PO Box 14633 Lexington, KY 40512
MetLife	877-638-0411	401-827-2771	IDGPolicyChange@Metlife.com	www.metlifeinvestors.com	MetLife Investors Attn: Policy Services 1300 Hall Boulevard Bloomfield, CT 06002	MetLife Investors Attn: Policy Services 1300 Hall Boulevard Bloomfield, CT 06002
TheMidland	-----	-----	-----	-----	<i>see Reassure America</i>	-----
Midland National	Agents: 800-843-3316 Policy Owner: 800-923-3223	multiple possible call carrier for which one to use	N/A	https://www.midlandnational.com/home	Midland National Life Ins. Co. Attn: Policy Service One Sammons Plaza Sioux Falls, SD 57193	same

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Minnesota Life	800-643-5728	651-665-6099	https://www.securian.com/Securian/Contact/Contact+us+via+email	https://advisor.securian.com/avs/idg	Securian Financial Group Attn: Policy Service 400 Robert Street North St. Paul, MN 55101	same
MONY <small>(AXA Advisors)</small>	(800) 487-6669	(315) 477-3546	http://www.axa-equitable.com/life-insurance/mony/service/request.html	http://www.axa-equitable.com/home.html	MONY / AXA Advisors Attn: Policy Service 100 Madison Street Syracuse, NY 13202	MONY Life of America Attn: Policy Service PO Box 4830 Syracuse NY 13221
Mutual of Omaha	(877) 894-2478 ext 2	-----	-----	-----	see <i>United of Omaha</i>	-----
National Life of Vermont	-----	-----	-----	-----	see <i>Life of the Southwest</i>	-----
National Western	800-922-9422	(512) 719-8512	N/A	https://www.nationalwesternlife.com/index.aspx#	National Western Life Attn: Policy Owner Service 850 E. Anderson Lane Austin, TX 78752-1602	National Western Life Attn: Policy Owner Service 850 E. Anderson Lane Austin, TX 78752-1602
Nationwide	(800) 547-7548	(877) 634-5264	N/A	www.nationwide.com/bga	Nationwide Financial Brokerage Life Operations 5100 Rings Rd RR1-04-D4 Dublin, OH 43017	same
North American	877-872-0757 ext 32720	855-704-4779	napolicychange@sfgmembers.com	http://www.northamericancompany.com/	North American Company Attn: Policy Admin. One Sammons Plaza Sioux Falls, SD 57193	North American Company Attn: Policy Admin. PO Box 5088 Sioux Falls, SD 57193
Old Line Life	-----	-----	-----	-----	see <i>American General</i>	-----
Old Republic	877-347-3264 ext 4155	(800) 765-1109	pos@oldrepublic.com	none	Old Republic Attn: Policy Service 307 N. Michigan Ave Chicago, IL 60601	Old Republic Attn: Policy Service PO Box 8548 Chicago, IL 60680-8548
OM Financial	-----	-----	-----	-----	see <i>F&G</i>	-----
Omaha Ins Co	-----	-----	-----	-----	see <i>United of Omaha</i>	-----
Penn Mutual	800-523-0650	(215) 956-7699	N/A	www2.pennmutual.com	Penn Mutual Attn: Policy Service 600 Dresher Road Horsham, PA 19044	Penn Mutual Attn: Policy Service PO Box 178 Philadelphia, PA 19105-0178
Physicians Mutual	(877) 500-7542	402-633-1604	----	----	Physicians Mutual will ONLY give policy information to the CLIENT ... not to the agent and not to Borden Hamman	----
Presidential Life <small>in Texas D.B.A.: Rockland Life</small>	Life 800-926-7599 x 659	multiple possible call carrier for which one to use	lifeservices@athene.com	www.presidentiallife.com	Presidential Life Attn: Policy Service 69 Lydecker Street Nyack, NY 10960-2199	same
Principle Life (ANNUITY)	800-852-4450	call carrier as this can be policy specific	AnnuityInternet@principal.com	www.principal.com/eFP	Principal Financial Group ATTN: RIS Annuity Svcs T-10-W40 711 High Street Des Moines, IA 50392-1770	Principal Financial Group ATTN: RIS Annuity Svcs T-10-W40 P.O. Box 9382 Des Moines, IA 50306-9382
Principle Life (LIFE INS)	Agent: 800-654-4278 Client: 800-247-9988	call carrier as this can be policy specific	N/A	www.principal.com/eFP	Principal Financial Group ATTN: IPDC-84 801 Grand Ave Des Moines, IA 50392-5120	same
Protective Life	800-866-9933	(205) 268-3402	ladphs@protective.com	https://www.protectivelifebrokerage.com/	Protective Life Attn: Life & Health Ins Admin 2801 Highway 280 South Birmingham, AL 35223	Protective Life Ins Co Attn: Life & Health Ins Admin PO Box 12687 Birmingham, AL 35202-6687
Prudential	For policy #s which begin with a "V" 800-944-8786 Most Life policies 800-782-5356 opt 4 or 866-622-8778 LTC POS ph# 800-732-0416	LIFE 800-875-5965 LTC POS fax # 877-773-9515	none	www.pruexpress.com	Prudential Life Attn: Policy Service 2101 Welsh Road Dresher, PA 19025	same
Reassure America <small>now "Ins Svcs" (part of Jackson)</small>	877-627-3618 info only available to Policy Owner	803-333-7842	N/A	no website	Reassure America Attn: Policy Service 1275 Sandusky Road Jacksonville, IL 62650	Reassure America Attn: Policy Service PO Box 1147 Jacksonville, IL 62651-1147
Reliastar	-----	-----	-----	-----	see <i>ING / Reliastar</i>	-----
Reliastar Annuities	-----	-----	-----	-----	see <i>ING / Reliastar</i>	-----
Royal Bank of Canada	-----	-----	-----	-----	see <i>Athene</i>	-----
Sagicor	(888) 724-4267	480-425-5150	clientservices@sagicorlifeusa.com	http://www.sagicorlifeusa.com/en/contact-us	Sagicor Attn: Policy Service 4343 N. Scottsdale Rd. #300 Scottsdale, AZ 85251	same
SBLI <small>Savings Bank Life Ins Co of MA</small>	Client: 800-694-7254 Agent: 888-224-7254	781-994-4240	records@sbli.com	www.sbliagent.com	SBLI Attn: Policy Service 1 Linscott Road Woburn, MA 01801	SBLI Attn: Policy Service P.O. Box 4046 Woburn, MA 01888-4048
Security Connecticut <small>(part of ING/ReliaStar)</small>	-----	-----	-----	-----	part of <i>ING</i>	-----
Security Life of Denver	-----	-----	-----	-----	part of <i>ING</i>	-----
The Standard	800-247-6888	800-378-4570	annuityservices@standard.com	http://www3.standard.com/net/public/Professionals	The Standard Attn: Policy Service 1100 SW 6th Ave Portland, OR 97204	same

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State Life Life Policies <small>(now OneAmerica)</small>	(800) 537-6442	(317) 285-2380	iccenter@oneamerica.com	www.ols.oneamerica.com	One America Life Attn: Policy Service 250 West North St. Indianapolis, IN 46202	One America Life Attn: Policy Service PO Box 6002 Indianapolis, IN 46206-6002
State Life traditional LTC <small>(now under LifeCare)</small>	(888) 505-8101	(818) 867-2503	posmail@lifecareassurance.com	www.ltcstatelife.com	LifeCare / State Life LTC Attn: Policy Service 21600 Oxnard Str # 1500 Woodland Hills, CA 91367	LifeCare / State Life LTC Attn: Policy Service PO Box 4243 Woodland Hill, CA 91365
State Life "hybrid" LTC <small>(now OneAmerica)</small>	(800) 275-5101	(317) 285-2380	iccenter@oneamerica.com	www.ols.oneamerica.com	One America Life Attn: Policy Service 250 West North St. Indianapolis, IN 46202	One America Life Attn: Policy Service PO Box 6002 Indianapolis, IN 46206-6002
Symetra	800-796-3872 ext 21011	(866) 532-1361	csmail@symetra.com	www.symetra.com	Symetra Financial Center Attn: Policy Service 777 108th Ave NE, #1200 Bellevue, WA 98004-5135	Symetra Financial Center Attn: Policy Service PO Box 7902 London, KY 40742-9899
The Midland	-----	-----	-----	-----	<i>see Reassure America</i>	-----
TransAmerica	(800) 852-4678	(866) 622-5051	afpcrtranspolchg@transamerica.com	www.tatransact.com	TransAmerica Attn: Policy Service 4333 Edgewood Road NE Cedar Rapids, IA 52499	same
Travelers	-----	-----	-----	-----	<i>now part of MetLife</i>	-----
United Heritage	(800) 657-6351	(800) 240-9734	send from website https://www.unitedheritage.com/contact.shtml	www.unitedheritage.com	United Heritage Attn Policy Services 707 E United Heritage Ct Meridian, ID 83642	United Heritage Attn Policy Services PO Box 7777 Meridian, ID 83680
United of Omaha & Mutual of Omaha & Omaha Ins Co	(800) 228-7104	402-997-1906	individualseervices@mutualofomaha.com	http://www.mutualofomaha.com/sales-professionals/?src=home-login	Mutual of Omaha Companies Attn: Policy Service Mutual of Omaha Plaza Omaha, NE 68175	same
US Financial/ AXA	800-959-3894	855-784-1586	usfli-pos@axa-equitable.com	http://www.usfli.com/a_agent.html	US Financial Life Ins. Policy Holder Service Dept. 8501 IBM Drive, Ste 150 Charlotte, NC 28262	US Financial Life Ins. Policy Holder Service Dept. PO Box 1419 Charlotte, NC 28201-1419
West Coast Life	-----	-----	-----	-----	<i>now part of Protective Life</i>	-----
Western Reserve Life <small>(part of Aegon)</small>	800-851-9777 LIFE ext 1236539	(727) 299-1620	questions can be emailed to POS thru "contact us" on the carrier website	www.westernreserve.com	Western Reserve Life Attn: Policy Owner Service 4333 Edgewood Road NE Cedar Rapids, IA 52499	same
William Penn <small>(NY part of Banner / Legal & General)</small>	(800) 346-4773	(516) 229-3081	customerservice@wpenn.com	www.wpenn.com	William Penn Ins Co Attn: Policy Service 100 Quentin Roosevelt Blvd Garden City, New York 11530	same