

Policy Service Contact Information

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Service requests available to the **POLICY OWNER** ONLINE on the Carrier Website (log-in required for most services)

	Policy Service Overnight address:	Policy Service Regular Mail address:	Policy Service Phone #	Policy Service Fax#	Policy Service email address	Website for AGENT use	Website for CLIENT use	Policy Service FORMS from Carrier without log-in	Policy Service Forms on BHA website	Inforce Policy Info on Carrier Website	view policy details	paid-to-date	name change	address change	beneficiary change	bank draft change	set-up re-occurring payments	make a payment	OTHER	Tech Support INSTRUCTIONS	NOTES
Sagicor	Sagicor Attn: Policy Service 4343 N. Scottsdale Rd. #300 Scottsdale, AZ 85251	same	(888) 724-4267	480-425-5150	clientservices@sagicorlifeusa.com	http://www.sagicorlifeusa.com/en/contact-us	http://www.sagicorlifeusa.com/en/contact-us	many are available under POLICY HOLDER on the website	No	No	No	No	No	No	No	No	No	No	No	-----	Customer site is forms only
SBLI Savings Bank Life Ins Co of MA	SBLI Attn: Policy Service 1 Linscott Road Woburn, MA 01801	SBLI Attn: Policy Service P.O. Box 4046 Woburn, MA 01888-4048	Client: 800-694-7254 Agent: 888-224-7254	781-994-4240	records@sbli.com	www.sbliagent.com	https://www.mysbli.com/login.aspx?ReturnUrl=%2fdefault.aspx	https://www.mysbli.com/om/Forms.aspx	Yes	Yes											
Security Connecticut (part of ING/ReliaStar)	part of ING	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Security Life of Denver	part of ING	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
The Standard	The Standard Attn: Policy Service 1100 SW 6th Ave Portland, OR 97204	same	800-247-6888	800-378-4570	annuityservices@standard.com	http://www3.standard.com/net/public/Professionals	none	available only after log-in	No	Some	No	No	No	No	No	No	No	No	No	-----	-----
State Life Life Policies (now OneAmerica)	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	(800) 537-6442	(317) 285-2380	iccenter@oneamerica.com	www.ols.oneamerica.com	www.accountservices.aul.com	available only after log-in	No	Most policies											OneAmerica bought State Life's LIFE business but LifeCare bought the traditional LTC policies ... then OneAmerica bought GoldenRule and rebranded their hybrid products for sale
State Life traditional LTC (now under LifeCare)	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	(888) 505-8101	(818) 867-2503	posmail@lifecareassurance.com	www.ltcstatelife.com	none	available only after log-in	No	No	No	No	No	No	No	No	No	No	No	-----	Active contract required for log-in to the carrier website. Policy Service best handled via phone.
State Life "hybrid" LTC (now OneAmerica)	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	(800) 275-5101	(317) 285-2380	iccenter@oneamerica.com	www.ols.oneamerica.com	www.accountservices.aul.com	available only after log-in	No	Most policies											
Symetra	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	800-796-3872 ext 21011	(866) 532-1361	csmail@symetra.com	www.symetra.com	www.symetra.com	http://www.symetra.com/IndividualsFamilies/forms/Pages/Download-Forms.aspx	Yes	Yes											
The Midland	see Reassure America	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
TransAmerica	TransAmerica Attn: Policy Service 4333 Edgewood Road NE Cedar Rapids, IA 52499	same	(800) 852-4678	(866) 622-5051	afpcrtranspolchg@transamerica.com	www.tatransact.com	www.mytransamerica.com	available only after log-in	Yes	Yes			Yes					Yes	request Duplicate Policy	-----	-----
Travelers	now part of MetLife	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
United Heritage	United Heritage Attn Policy Services 707 E United Heritage Ct Meridian, ID 83642	United Heritage Attn Policy Services PO Box 7777 Meridian, ID 83680	(800) 657-6351	(800) 240-9734	send from website https://www.unitedheritage.com/contact.shtml	www.unitedheritage.com	none	forms are product specific --- call carrier for forms	No	Yes	No	No	No	No	No	No	No	No	No	-----	-----
United of Omaha & Mutual of Omaha & Omaha Ins Co	Mutual of Omaha Companies Attn: Policy Service Mutual of Omaha Plaza Omaha, NE 68175	same	LIFE: (800) 228-7104 Health/LTC: (800) 775-6000 x4x2	LIFE: 402-997-1906 Health/LTC: 402-997-1869	LIFE individualservice@mutualofomaha.com Health/LTC mycustomerservicehealth@mutualofomaha.com	http://www.mutualofomaha.com/sales-professionals?src=home-login	http://www.mutualofomaha.com	http://www.mutualofomaha.com/customer-service/	Yes	Yes											
US Financial/ AXA	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	800-959-3894	855-784-1586	usfli-pos@axa-equitable.com	http://www.usfli.com/a_agent.html	http://www.usfli.com/c_policys.html	http://www.usfli.com/c_policys.html	Yes	No											
West Coast Life	now part of Protective Life	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Western Reserve Life (part of Aegon)	Western Reserve Life Attn: Policy Owner Service 4333 Edgewood Road NE Cedar Rapids, IA 52499	same	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	www.westernreserve.com	bottom of carrier's HOME page -- click on FORMS	No	Yes											
William Penn (NY part of Banner / Legal & General)	William Penn Ins Co Attn: Policy Service 100 Quentin Roosevelt Blvd Garden City, New York 11530	same	(800) 346-4773	(516) 229-3081	customerservice@wpenn.com	www.wpenn.com	www.wpenn.com	available only after log-in	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Many other services are available	Internet Explorer recommended. Some functions do not work thru other browsers.	A log-in MAY be created by the INSURED but it will have limited access to services. Insured cannot make a payment online.