

Policy Service Contact Information

Version 03.11.14

last revision: 7/14/2014

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	
Executive Life	see Aurora	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
F&G (Fidelity & Guaranty) (formerly OM Financial)	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	888-513-8797	Life 800-281-5777 Annuity 402-328-2266	http://home.fglife.com/contact-us/contact-us-form	http://home.fglife.com/agent-central	https://home.fglife.com/	http://home.fglife.com/life-products/download-forms	Yes	No				call in								
Fidelity Life	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	(800) 369-3990	866-947-8738	service@fidelitylife.com	http://www.fidelitylife.com/agents/	http://www.fidelitylife.com/customers	http://www.fidelitylife.com/customers/forms	No	Yes	No	No	Changes cannot be made on the websites but FORMS for most annuity services are available WITHOUT log-in									
Forethought	Forethought Financial Group Annuity Management 82 Hopmeadow Street, 2nd Fl Simsbury, CT 06089	same	877-244-7526	877-554-2413	ask.us@forethought.com	https://b2b.forethought.com/b2bLogin	https://www.forethought.com/annuityservicecenter/	available only after log-in	No	No												
Fort Dearborn	now Dearborn National	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
GENWORTH Life&Annuity	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	888-325-5433 x 812-7720 (life only) for Imed. Annuity 888-322-4629	888-325-3299	lifecustomerservice@genworth.com	https://www.genworth.com/#tab2-tab	https://www.genworth.com/login.html	https://www.genworth.com/mytools-and-forms/forms.html	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	This site is best viewed in Internet Explorer. Download here	Cannot request the following thru website: Change Policy Face Amount or request specific Payment Date. ALSO cannot request any changes if the policy is not "current"
Genworth Life (LTC) previously GE Capital Assurance	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	800-456-7766	800-876-8220	Will not e-mail anything with policy details.	https://www.genworth.com/#tab1-tab	https://www.genworth.com/login.html	http://content.genworth.com/genworth.com/web/us/en/forms/customer_service/eview.html	only one form	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	This site is best viewed in Internet Explorer. Download here	Cannot request the following thru website: Change Policy Face Amount or request specific Payment Date. ALSO cannot request any changes if the policy is not "current"
Great American	Great American Attn: Policy Service 301 E Fourth Street Cincinnati, OH 45202	Great American Attn: Policy Service PO Box 5420 Cincinnati, OH 45201-5420	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	https://galogin.net/gafri.iam/userapplication?ReturnUrl=http://myaccount.gafri.com/layouts/Authenticate.aspx?Source=%2f	available only after log-in	No	Yes												
Guarantee Trust	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	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	http://www.gtlic.com/Pages/default.aspx	available only after log-in	No	No												
Guggenheim	Annuity Services Guggenheim Insurance 401 Pennsylvania Pkwy #300 Indianapolis, Indiana 46280	same	800-767-7749	317-574-6278	CustomerService@guggenheiminsurance.com	https://guggenheimlife.com/agent-imo/agent-portal	https://guggenheimlife.com/home	http://guggenheimlife.com/services-forms/customer-service-forms	No	With agent login.	No	n/a	Changes cannot be made on the websites but FORMS for most annuity services are available WITHOUT log-in									
Indianapolis Life	See Aviva	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
ING / Reliastar	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.	877-886-5050	Fixed Annuity POS ph# 800-369-5303	n/a	www.ingvc.com	www.ingservicecenter.com	available only after log-in	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes					
ING USA	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
INTEGRITY (part of Western & Southern)	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	800-325-8583	888-220-2677	service@integritycompanies.com	http://www.wsfincialpartners.com/accountaccess/accountaccess.php	http://www.wsfincialpartners.com/accountaccess/accountaccess.php	http://www.wsfincialpartners.com/accountaccess/serviceforms.php	Yes	With agent login.												
Jefferson Pilot	see Lincoln Financial	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
John Hancock (previously Manufacture's Life)	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	800-377-7311	(617) 572-1571	Web based: https://www.johnhancock.com/individual/life-policy-holders.aspx	www.jhsalesnet.com	http://www.johnhancock.com/about/news.php	http://www.johnhancock.com/forms/index.html	Yes	With agent login.												
Legal & General	see Banner Life	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Life of the Southwest	National Life Ins Co Attn: Policy Owner Service 1 National Life Drive Montpelier, VT 05604	National Life Ins Co Attn: Policy Owner Service1 National Life Drive, Montpelier, VT 05604	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	www.nationallifegroup.com	https://www.nationallifegroup.com/PublicSite/Views/CustomerSupport.aspx?id=5874&libID=5894	Yes	Yes												
Lincoln Benefit (now part of Allstate)	Lincoln Benefit Attn: Imaging AF -- Policy Service 8675 Freeport Pkwy N. MS #21 Irving, TX 75063	Lincoln Benefit Life Company Attn: Policy Service P.O. Box 660191 Dallas, TX 75266-0191	844-768-6777 for Life 800-643-8190 for Annuity and GenBuilder	None	service@allstate.com	https://www.accessallstate.com/anon/Login.aspx	https://www.accessallstate.com/anon/MyAccount.aspx	available only after log-in	No	With agent login												
Lincoln Financial / Lincoln National	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	-----	(800) 458-5299	-----	-----	http://www.lfg.com/	https://www.lfg.com/LincolnPageServer?LFGPage=/lfg/acc/cus/culi/index.html	https://www.lfg.com/LincolnPageServer	Yes	No	No	No	Changes cannot be made on the websites but FORMS for most annuity services are available WITHOUT log-in									
Loyal American	Loyal American Attn: Policy Owner Service 11200 Lakeline Dr., Ste. 100 Austin, TX 89828-5964	Loyal American PO Box 26580 Austin, TX 78755-0580	888-863-5891	N/A	http://www.loyalamerican.com/ContactUs.aspx	http://www.loyalamerican.com/Agents.aspx	http://www.loyalamerican.com/	available only after log-in	No	No												
Manhattan National	see Great American	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Manulife	See John Hancock	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
MET LTC	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	800-308-0179	952-833-5410	N/A	www.metlifeinvestors.com	https://www.metlife.com/individual/index.html?WT.ac=GN_individual	https://eforms.metlife.com/wcm8/	No	Yes												
MetLife	MetLife Investors Attn: Policy Services 1300 Hall Boulevard Bloomfield, CT 06002	MetLife Investors Attn: Policy Services 1300 Hall Boulevard Bloomfield, CT 06002	877-638-0411	401-827-2771	IDGPolicyChange@MetLife.com	www.metlifeinvestors.com	https://www.metlife.com/individual/index.html?WT.ac=GN_individual	https://eforms.metlife.com/wcm8/	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	available on some policies				

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	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 pymnts	make a payment	OTHER	Tech Support INSTRUCTIONS	NOTES
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@wpennc.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.