

IN-FORCE POLICY SERVICE

Updated 04/20/2021



| Carrier | Address | Phone # | Fax # | Email / Website |
|--|---|---|--------------|--|
| AIG AMERICAN GENERAL | Attn: Policy Service P.O. Box 305355 Nashville, TN 37230 | 800-888-2452 | 844-930-0370 | www.aigag.com |
| AMERICAN NATIONAL | Attn:Life Ins. Services P.O. Box 3257 Springfield, MO 65808-3257 | 800-899-6806 | 409-621-7505 | imgfsc@americannational.com www.anico.com |
| ASSURITY LIFE | Client Services Center P.O. Box 82533 Lincoln, NE 68501 | 800-869-0355 x4279 | 888-255-2060 | www.assurity.com/customerhtm. |
| ATHENE (AVIVA) | P.O. BOX 1555 DES MOINES, IA 50306-1555 | 877-462-8992 | 866-709-3922 | www.athene.com |
| BANNER / WILLIAM PENN (NY) | 3275 Bennett Creek Ave. Frederick, MD 21704 | 800-638-8428 x6971 | 301-294-6960 | customerservice@bannerlife.com www.lgamerica.com |
| | <i>Insureds can pay online or by phone (no credit cards)</i> | | | |
| CHASE (FEDERAL KEMPER & CONVERSIONS) | Attn: Policy Owner Service 2801 Highway 280 South Birmingham, AL 35223 | 800-866-9933 | | www.protective.com |
| EMPIRE GENERAL / AXA-EQUITABLE | Attn: Policy Owner Service 2801 Highway 280 South Birmingham, AL 35223 | 800-866-9933 | | life.service@equitable.com |
| FIDELITY LIFE | Attn: Policy Service P.O. Box 5030 DesPlaines, IL 60017 | 800-369-3990 | 866-375-8175 | service@fidelitylife.com |
| | | | | www.fidelitylife.com |
| FIDELITY SECURITY DISABILITY RISK INSURANCE | Attn: Customer Service 1111 Brickell Ave. Miami, FLA 33131 | 800-747-4464 | 954-421-4185 | info@riskw.com |
| GENWORTH LIFE & ANNUITY (FIRST COLONY) | Attn: Policy Holder Service 3100 Lankford Dr. Lynchburg, VA 24505-1280 | 888-325-5433 | 888-325-3299 | lifecustomerservice@genworth.com |
| | | | | www.genworth.com |
| GENWORTH LIFE (LTC) | Attn: Policy Holder Service 3100 Albert Lankford Dr. Lynchburg, VA 24505-1280 | 800-456-7766 | 800-876-8220 | LTCcustomerservice@genworth.com |
| | | | | www.genworth.com |
| ING/Reliastar/VOYA | Attn: Customer Service 2000 21st Ave., N.W. Minot, ND 58703 | Reliastar: 877-882-5050 Venerable: 800-369-5302 Annuities: 800-369-5303 | 877-788-6305 | www.voya.com |

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| INVESTORS HERITAGE | Attn: Policy Service P.O. Box 717 Frankfort, KY 40602 | 800-422-2011 | | |
| JOHN HANCOCK (Life & LTC) | Attn: Policyholders Service 1 John Hancock Way, Ste1700 Boston, MA 02217-1700 | 800-505-9427 | 617-572-6010 | www.jhltc.com usagency@jhancock.com webmail@jhancock.com |
| LINCOLN BENEFIT (ALLSTATE) | Lincoln Benefit Life P.O. Box 660191 Dallas, TX 75266 | Fixed: 844-768-6777 Variable: 844-768-6780 | 866-525-5433 | www.accessallstate.com |
| | <i>Alliance One handles</i> | | | |
| LINCOLN NATIONAL (FIRST PENN PACIFIC) | Attn:Policyholders Services P.O. Box 21008 Greensboro, NC 27401 | 800-487-1485 opt.1 | 800-819-1987 | custservsupportteam@lfg.com lfg.com |
| METLIFE / BRIGHOUSE | Policy Change 18210 Crane Nest Dr. Tampa, FLA 33647 | 877-638-0411 MET DI: 800-929-1492 | 401-827-2225 | servicing_agent_change@metlife.com BHF_Inforce_Illustrations@metlife.com asktermconversion_bhf@metlife.com |
| | <i>Insureds can pay online or by phone (no credit cards)</i> | | | www.metlife.com |
| MINNESOTA LIFE / SECURIAN | 400 Robert St. North St. Paul, MN 55101 | 888-413-7860 opt. 4 | 651-665-6955 | idlpa@securian.com |
| ONE AMERICA | P.O. Box 6002 Indianapolis, IN 46206-6002 | 800-275-5101 opt. 4 | | ols.oneamerica.com |
| NORTH AMERICAN | One Sammons Plaza Sioux Falls, SD 57193-0001 | 877-872-0757 x 32720 | 855-704-4779 866-322-7072 | www.northamericancompany.com lifecorrespondence@sfgmembers.com (bene, owner, address changes) pchange@sfgmembers.com (plan changes) |
| PACIFIC LIFE | P.O. Box 42001 Lynchburg, VA 24506 | 844-276-0193 | 949-219-8811 | producerbay.pacificlife.com |
| PROTECTIVE LIFE | Attn: Policy Owner Service 2801 Highway 280 South Birmingham, AL 35223 | 800-866-9933 | 205-268-3402 | www.protective.com ladphs@protective.com dylan.faust@protective.com |
| PRUDENTIAL | Prudential Customer Service P.O. Box 7390 Philadelphia, PA 19176 | 866-781-1778 800-782-5356 (changes) | 215-784-3624 | www.pruxpress.com |
| | <i>Insureds can pay by phone (no credit cards)</i> | | | |
| SBLI | | 888-224-7254 | | records@sbli.com |
| THE STANDARD | Policy Holder Services | 800-247-6888 | 800-378-4574 | dichanges@standrad,.com |

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|--|---|-----------------------------------|--------------|--|
| | 1100 Southwest 6th Ave. Portland, OR 97204 | | | |
| SYMETRA | P.O. Box 305156 Nashville, TN 37230-5156 | 800-796-3872 | 866-532-1357 | csmail@symetra.com |
| TRANSAMERICA | | 800-852-4678 | 866-622-5051 | tii.customerservice@transamerica.com |
| TRANS AMERICAN OCCIDENTAL | 4333 Edgewood Rd. NE Cedar Rapids, IA 52499 | 800-852-4678 | | www.symetra.com |
| U.S. FINANCIAL | P.O. Box 740016 Cincinnati, OH 45274 | 800-959-3894 | 855-784-1586 | heritageli.com/usfli(forms) usfli-pos@equitable.com |
| UNITED OF OMAHA & MUTUAL OF OMAHA | 9330 State Highway 133 Blair, NE 68008 | 800-775-6000 LTC: 877-894-2478 | | www.mutualofomaha.com |
| UNITED HOME LIFE | 225 S. East St. P.O. Box 7192 Indianapolis, IN 46207-7192 | 800-428-3001 opt. 2 | 317-692-8402 | |
| VALLEY FORGE (CAN) | Attn: Insurance Services 100 Centerview Dr., #100 Nashville, TN 37214 | 800-437-8854 | 803-333-7879 | |
| WEST COAST LIFE (PROTECTIVE LIFE) | Attn: Policy Service 2801 Highway 280 South Birmingham, AL 35223 | 800-866-9933 | | www.protective.com |