

INFORCE POLICY OWNERS SERVICE

CONTACT PHONE NUMBERS

AIG:	Agent: 1-877-200-0220 An operator will answer the phone and assist you. Customer: 1-800-487-5433 Press 1 for English, Press 2 for Spanish Press 8 for CITY of New York, all others Press 1
Assurity:	Agent and Customer: 1-800-869-0355 ext 4279
AXA:	Agent: 1-888-228-6690 - operator will answer the phone and assist you. Customer: 1-800-777-6510 - at prompt say that you are a customer and then answer other questions about your case at the prompts.
Banner:	Agent and Customer: 1-800-638-8428 - Stay on the line for customer service or Press 5 to look up your agent's extension.
Empire:	Agent and Customer: 1-800-866-9933 - Press 2 if you are a policy holder or stay on the line and an operator will assist you with your call.
Fidelity:	Agent: 1-888-440-1540 - operator will assist you Agent and Customer: 1-800-369-3990 - operator will assist you
Genworth:	Agent and Customer: 1-888-325-5433 - Enter ext 5100 or Press 0 for operator to direct your call to whomever you need to speak to.
Great American Life:	513-412-1111
Jackson National:	Customer: 1-800-644-4565 - Follow prompts about your policy. Agent: 1-800-873-5654 - Follow prompts about policy.
Jefferson Pilot / Lincoln Financial Group:	Agent or Customer: 1-800-487-1485 - Press 3 and follow prompts or Press 0 for the operator.
John Hancock:	Agent and Customer: 1-800-250-7401 - Press 2 and then follow prompts as you need them.
Met Life:	Agent: 1-877-638-0411 - Follow options. Customer: 1-800-334-4298 - Follow options
North American:	Agent and Customer: 1-877-872-0757 ext. 32146

Principal: Agent: 1-800-654-4278
LIFE: Press 4 then Press 2 then Press 2 again.
DI: Press 4 then Press 3 then Press 3 again.

Customer: 1-800-247-9988 - Press 3 then enter your social security number.

**Protective:
SAME AS
EMPIRE:** Agent and Customer: 1-800-866-9933 - Press 2 if you are a policy holder or stay on the line and an operator will assist you with your call.

Prudential: Agent or Customer: 1-800-778-2255 - Stay on the line to talk to operator to direct your call.
Broker: 1-800-782-5356 - Press 0 to speak to operator.

**Reassure
America:** Agent and Customer: 1-800-437-8854 - Press 1 if you are an Agent. Press 2 if you are a Customer.

TransAmerica: Agent and Customer: 1-800-424-3978 - ext. 124 Or 1-800-852-4678 - Press 1 for customer and then enter policy number followed by the POUND# sign.
Press 2 for broker/agent then enter the policy number followed by the POUND# sign.

USFinancial: Agent and Customer: 1-800-959-3894 - Press 1 for customer service and they will direct your call

William Penn: Agent and Customer: 1-800-346-4773 - ext. 3333

Prudential LTC: Agent & Customer: (800) 732-0416

Met Life LTC: Agent & Customer: (888) 565-3761

**John Hancock
LTC:** Agent & Customer: (800) 377-7311

Genworth LTC: Agent & Customer: (800) 354-6902

Sagicor Agent & Customer: (888) 724-4267

Symetra Agent & Customer: (800) 392-9920

Voya Agent & Customer: (877) 882-5050