

SmartOffice

PENDING CASE DATA PROVIDERS

Listed below is the contact information to complete your Pending Case Download request. Please complete the Request Form and return to Ebix CRM at dxosupport@ebix.com, as well as the appropriate carrier you wish to receive downloads from. You will need to complete a separate form for each specified carrier, processing and tracking capabilities to take those applications to the enforce stage and beyond.

AllState

American General Life Companies

American General Brokerage
esubmission.requests@aglife.com
Ph: (800) 659-5920 ext 5865

American National Insurance Company

Traie Franklin
traie.franklin@anico.com
Ph: (409) 766-6031

Athene

DataFeedsOpsSupport@athene.com

The AXA Group

Elizabeth N. Adorno
P.O. Box 4024
Farmington, CT 06034
AXALifeDistributionReports@axa-equitable.com
Ph: (860) 409-1458

Genworth Financial Group

Genworth Life & Annuity Insurance Co
Genworth Life & Annuity Insurance Co of NY
Genworth Capital Assurance
Genworth Long Term Care
Download Support Team
3100 Albert Lankford Dr.
Lynchburg, VA 24501
downloads@genworth.com
Ph: (888) 325-5433 ext. 5522

Legal and General America

Banner Life
Michael F. Foley
1701 Research Blvd.
Rockville, MD 20850
bannerlifeamsdata@lgamerica.com
Ph: (800) 638-8428
William Penn
pennamsdata@lgamerica.com

Lincoln Financial Group

First Penn Pacific,
Lincoln Life Annuities of NY,
Lincoln Life Insurance Company,
Jefferson Pilot
Pam Daidone
3800 North Wilke Road - 3rd Floor
Arlington Heights, IL 60004
B2BCommerce@LFG.com
Ph: 847-818-5682
Fax: 260-455-0246

Manulife Financial

John Hancock Life Insurance
200 Bloor St East
Toronto ON M4W 1E5
Canada
feedback@jhancock.com
John Hancock Long Term Care
dxosupport@ebix.com

Metropolitan Life Insurance

First MetLife Investors
MetLife Investors USA
General American Life
Metropolitan Life Insurance
MetLife Life and Annuity Company of Connecticut
Metropolitan Insurance & Annuity Company
MetLife Insurance Company of Connecticut
New England Financial
MetLife Investors
Metropolitan Tower Life
NBEnterpriseTechnology@MetLife.com

Nationwide

Henry Nerida
datafeed@nationwide.com
Ph: (614) 435-5209

North American Company for Life and Health

Marketing Technology
BDIcontracting@sfgmembers.com
Ph: (800) 800-3656

Pacific Life

Pacific Life

Pacific Life Annuities

Danny Smith

700 Newport Center Drive

Newport Beach, CA 92660-6397

Daniel.Smith@PacificLife.com

Ph: (949) 219-4579

Principal

Merri Blocker

Blocker.Merri@Principal.com

Protective Life Insurance Company

Protective Life Insurance

West Coast Life

Empire General

valerie.wicks@protective.com

michael.gleason@protective.com

andrea.rutherford@protective.com

cynthia.ellis@Protective.com

Prudential

Prudential CO of NJ

Prudential Insurance Company

Prudential Life Insurance Company

Prudential Select Life

Jodi Ollila

213 Washington Street | 13th Floor

Newark, NJ 07102

jodi.ollila@prudential.com

Fax: (973) 367-8325

**The Savings Bank Life Insurance Company
of Massachusetts**

brokerage@sbli.com

Securian

Minnesota Life

400 Robert St. N. A#3523

St. Paul, MN 55101

LABRequests@securian.com

Transamerica

Transamerica Life Insurance Company

Transamerica Financial Life Insurance Company

dtssupport@transamerica.com

Ph: 800-742-7005

dxosupport@ebix.com

United of Omaha

Companion Life Insurance Company

Mutual of Omaha

United of Omaha

United World

Kim Berg

Mutual of Omaha Plaza

Omaha, NE 68175

kim.berg@mutualofomaha.com

Ph: (402) 351-8837

Voya Life

Relistar

Relistar of NY

Security Life of Denver

151 Farmington Avenue

Hartford, CT 06156

fieldtech-support@voyalife.com

Ph: (877) 882-5050, Option 1

Fax: (612) 342-3285