

# 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 at [dxosupport@ebix.com](mailto: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.

### American General Life Companies

American General Brokerage

E: [esubmission.requests@aglife.com](mailto:esubmission.requests@aglife.com)

Ph: (800) 659-5920 ext 5865

### American National Insurance Company

Traie Franklin

E: [IMGKTGTechnology@AmericanNational.com](mailto:IMGKTGTechnology@AmericanNational.com)

Ph: (409) 766-6031

### Athene

[DataFeedsOpsSupport@athene.com](mailto>DataFeedsOpsSupport@athene.com)

### The AXA Group

Elizabeth N. Adorno

P.O. Box 4024

Farmington, CT 06034

E: [AXALifeDistributionReports@axa-equitable.com](mailto: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](mailto:downloads@genworth.com)

Ph: (888) 325-5433 ext. 5522

### Global Atlantic Financial Group

Melissa Cooper

Global Atlantic Financial Company

One Financial Plaza, 755 Main Street, 24th Floor

Hartford, CT 06103

E: [B2BSupport@gafg.com](mailto:B2BSupport@gafg.com)

Ph: (860) 325-1514

### Legal and General America

Banner Life

Michael F. Foley

1701 Research Blvd.

Rockville, MD 20850

E: [bannerlifeamsdata@lgame.com](mailto:bannerlifeamsdata@lgame.com)

Ph: (800) 638-8428

William Penn

E: [pennamsdata@lgame.com](mailto:pennamsdata@lgame.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

E: [B2BCommerce@LFG.com](mailto: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

E: [VendorSupport@jhancock.com](mailto:VendorSupport@jhancock.com)

John Hancock Long Term Care

E: [dxosupport@ebix.com](mailto: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

E: [NBEnterpriseTechnology@MetLife.com](mailto:NBEnterpriseTechnology@MetLife.com)

### National Life

Mike Carter

E: [mcarter@nationallife.com](mailto:mcarter@nationallife.com)

Ph: (214) 638-9389

### Nationwide

Henry Nerida

E: [nfiss.firm.relations@nationwide.com](mailto:nfiss.firm.relations@nationwide.com)

Ph: (614) 435-5209

### North American Company for Life and Health

Marketing Technology

E: [BDcontracting@sfgmembers.com](mailto:BDcontracting@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**

E: [advisorwebsupport@principal.com](mailto:advisorwebsupport@principal.com)

**Protective Life Insurance Company**

Protective Life Insurance

West Coast Life

Empire General

[FeedSubscription@Protective.com](mailto:FeedSubscription@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

E: [life.data.feed.support@prudential.com](mailto:life.data.feed.support@prudential.com)

Fax: (973) 367-8325

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

E: [brokerage@sbli.com](mailto:brokerage@sbli.com)

**Securian**

Minnesota Life

400 Robert St. N. A#3523

St. Paul, MN 55101

E: [ILABRequests@securian.com](mailto:ILABRequests@securian.com)

**Transamerica**

Transamerica Life Insurance Company

Transamerica Financial Life Insurance Company

E: [dtssupport@transamerica.com](mailto:dtssupport@transamerica.com)

Ph: 800-742-7005

E: [dxosupport@ebix.com](mailto:dxosupport@ebix.com)

**United of Omaha**

Companion Life Insurance Company

Mutual of Omaha

United of Omaha

United World

Mutual of Omaha Plaza

E: [is.outgoing.data.files.support@mutualofomaha.com](mailto:is.outgoing.data.files.support@mutualofomaha.com)