

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.

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](mailto>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

Global Atlantic Financial Group

Cameron Clark
Global Atlantic Financial Company
215 10th Street, Suite 1100
Des Moines, IA 50309
Cameron.clark@gafg.com
Ph: (515) 393-3677

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
nfiss.firm.relations@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

advisorwebsupport@principal.com

Protective Life Insurance Company

Protective Life Insurance
West Coast Life
Empire General
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
life.data.feed.support@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
Mutual of Omaha Plaza
is.outgoing.data.files.support@mutualofomaha.com

Voya Life

Relistar
Relistar of NY
Security Life of Denver
151 Farmington Avenue
Hartford, CT 06156
fieldtech-support@voya.com
Ph: (877) 882-5050, Option 1
Fax: (612) 342-3285