

Policy Owner Service Contact Information

Carrier	Dept/Location	Phone #	Fax #	Email
American General	POS/Customer Service	800-344-8209	713-831-3028	
Banner	POS	800-638-8428 x6971	301-294-6960	CustomerService@bannerlife.com
Chase/Zurich/ Kemper	POS	800-321-9313	803-333-4930	
Cincinnati Life	Field Service/POS	800-783-4880		Kristi_Schaible@cinfin.com
C.N.A. (Valley Forge)	POS	800-437-8854	1-803-333-7879	
Empire General	POS	800-3271303	205-268-6213 or 205-268-6766	egphs@empiregeneral.com
First Colony / Genworth	POS	888-325-5433x5100	888-325-3299	
Genworth	POS	888-325-5433	888-325-3299	lifecustomerservice@genworth.com
GE Capital Assurance	LTC - POS	800-456-7766	800-876-8220	
GE Life of Virginia	POS	800-628-2238	800-350-2035	
ING/Reliastar/Security Connecticut	POS	877-253-5050	877-788-6305	
Jeff Pilot - Sovereign	Winston Salem POS	800-662-6142	336-759-3141	
LFG/Sovereign	Greensboro POS	800-926-6278		
LFG/Sovereign	Concord NH POS	800-487-1485 ext.5489		
LFG	Greensboro NC POS	800-487-1485	800-819-1987	CustServSupportTeam@LFG.com
John Hancock	POS- Life	1-800-387-2747	617-572-1571	
John Hancock	POS - LTC	800-377-7311	617-572-6010	
Lincoln Financial	Greensboro NC POS	800-926-6278 or 800-458-5299		custservsupportteam@lfg.com

*Updated, 1-3-19. This information is subject to change.

Carrier	Dept/Location	Phone #	Fax #	Email
MetLife/Brighthouse	POS	877-638-0411	401-827-2771	
North American	POS Dept	877-872-0757	877-8411-6710	
Principal DI	POS Disability	866-317-0986		
Protective Life	POS Life	800.866.9933	205.268.3402	ladphs@protective.com
Prudential	POS	800-782-5356	215-784-3624	
Prudential	For Conversion	904-313-3550		pruermconversions@prudential.com
Prudential LTC	POS LTC	800-732-0416		
Protective Life	POS	800-866-9933	205-268-3402	LADPHS@protective.com
Reliastar	POS	877-882-5050		
Reassure (assumed C.N.A./Valley Forge)	POS	800-437-8854	1-803-333-7879	
Sagicor	POS	888-724-4267 x4610	480-425-5139	ClientServices@SagicorLifeUSA.com
SBLI	POS	800-694-7254	781-994-4240	
TransAmerica	Life POS	800-852-4678- opt3		tii.customerservice@transamerica.com
TransAmerica	Annuity POS	1-800-821-9090		customercare@aegonusa.com
TransAmerica	LTC (POS only)	800-227-3740	866-630-7502	
TransAmerica	POS mailing address	4333 Edgewood Rd NE	CedarRapids, IA 52499	
West Coast Life	POS	800-366-9378		
United of Omaha	POS	800-775-6000	402-997-1900	
VOYA	POS	855-848-2303		

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