

Quick Response Directory

Call toll free: (800) 628-5433



ALL TIMES SHOWN ARE EASTERN TIME			
POINT-OF-SALE UNDERWRITING CALL CENTER		9:00 AM – 10:30 PM Mon.– Thurs. 9:00 AM – 6:00 PM Fri.	
Single Premium Whole Life & Generation Legacy		888.368.9678	
Home Secure Mortgage Term <i>Paper</i> Applications		888.368.9678	
INSpeed CALL CENTER		10:00 AM – 6:00 PM Mon.– Fri.	
Silver Guard Electronic Application		888.252.3277	
Home Secure Electronic Application		888.252.3277	
TELEPHONE VERIFICATION CALL CENTER		10:00 AM – 6:00 PM Mon.– Fri.	
Silver Guard Paper Application Telephone Verification		888.252.3277	
AGENT SERVICES		8:30 AM – 7:00 PM Mon.– Thurs. 8:30 AM – 5:00 PM Fri. 877.533.2468	
<i>Agent Services supports applications and forms; commission payment inquiries; online reporting; website; internet password assistance; illustration support; product; new business and underwriting inquiries; state licensing fees; contract status.</i>			
SECURE AGENT SITE			
<i>The Secure Agent Site allows you to access reports, forms, compensation, profile changes, password resets, training and more.</i>			
	EMAIL	TELEPHONE/EXTENSION	FAX
Producer Login	AgentServices@baltlife.com	877.533.2468	
New Business Inquiries Only	NBI@baltlife.com	877.533.2468	
Applications & Non-Medical Outstanding Requirements	NewBusiness@baltlife.com		866.892.6428
Stephanie Baker, VP	Stephanie.Baker@baltlife.com	6625	
UNDERWRITING			800.562.9972
Pre-app risk analysis (<i>For inquiries only</i>)		Underwriting@baltlife.com	
Rita Norman, Sr. Underwriter			7666
Deborah Basel, Sr. Underwriter			6658
Mary Beth Robinson, AVP, Chief Underwriter			6624
INDEPENDENT SALES			800.562.9973
Rosemarie Bernarding, Manager		Rosemarie.Bernarding@baltlife.com	6637
Doug Murphy, VP		Doug.Murphy@baltlife.com	6654
CUSTOMER SERVICE		8:30 AM – 7:00 PM Mon.– Thurs. 8:30 AM – 5:00 PM Fri. 800.628.5433 (press option 1)	
EFT Bank Draft		CSC@baltlife.com	866.341.8355
Customer Service Processing		CSP@baltlife.com	866.660.6253
Customer Service Inquiries		CSI@baltlife.com	
Bonnie McLaughlin, Manager		Bonnie.McLaughlin@baltlife.com	6634
MISCELLANEOUS SERVICES		8:30 AM – 5:00 PM Mon.– Fri.	
Licensing / CE Information			855.245.0338
Contracts		AgentContracts@baltlife.com	
Pamela Bethea, Manager		Pamela.Bethea@baltlife.com	7581
Licensing (<i>Inquiries Only</i>)		Licensing@baltlife.com	
Supply Order Inquiries		SupplyRoom@baltlife.com	
Website Technical Questions		info@baltlife.com	
BILLING/COLLECTION			
Matt Towns, Manager		Matthew.Towns@baltlife.com	7716
CLAIMS			
Claim Inquiries		ClaimsFax@baltlife.com	8616
Market Conduct Complaints		Teresa.Landon@baltlife.com	866.879.9867
Teresa Landon, Manager		Teresa.Landon@baltlife.com	7654
COMPENSATION			
Inquiries		comp@baltlife.com	
FRAUD/SPECIAL INVESTIGATIONS			
Zyvonne Adams, Manager		Zyvonne.Adams@baltlife.com	6674 410.581.6605