



COMPANY Directory

For Distribution Partners & Agents

This guide is a quick reference for LifeSecure contacts, resources, training and support and other useful information.



WE'RE HERE TO HELP YOU!

With a range of experience and expertise, our teams are available to answer your questions and help you do business with LifeSecure. Our top goal is to provide you with an excellent service experience and efficient sales process.



SALES DELIVERY

MICHAEL ELLIS
Sales Specialist,
Sales Delivery & Worksite

o: 810.225.3550
e: mellis@yourlifefecure.com

MARKIA LATHON
Sales Specialist,
Sales Delivery & Worksite

c: 810.588.8522
o: 810.225.2724
e: mlathon@yourlifefecure.com

SUE ROOT
Sales Specialist,
Sales Delivery & Worksite

c: 810.263.0597
o: 810.225.2703
e: sroot@yourlifefecure.com

AGENT SUPPORT 8:00AM – 7:00PM (ET)

CARE LINE: AGENT GENERAL QUESTIONS

p: 866.582.7701
f: 810.220.4693
e: agentsupport@yourlifesecondure.com
live chat: www.YourLifeSecure.com (for Agents)

COMMISSION QUESTIONS 8:00AM – 5:00PM (ET)

p: 866.582.7701 (option 1, then option 4) **f:** 810.220.4693 **e:** commissions@yourlifesecondure.com

UNDERWRITING

MEDICAL PRE QUALIFICATION

e: agentinquiry@yourlifesecondure.com

TO SCHEDULE A PHONE HEALTH INTERVIEW

MON-FRI: 8:00AM – 11:00PM (ET)

SAT: 8:00AM – 4:30PM (ET)

p: 800.544.4326 option 1

TO CHECK STATUS OF AN APPLICATION

MON-FRI: 8:00AM – 6:00PM (ET)

option 2

TO CHECK STATUS OF MEDICAL RECORDS

option 3

TO CHECK STATUS OF AN ISSUED POLICY

option 4

ALL OTHER STATUS INQUIRES

option 5

FAX ALL PRE-ISSUE PAPERWORK

f: 855.351.6500

FAX ALL POST-ISSUE/AMENDMENT PAPERWORK

f: 877.226.0925

APPLICATION PROCESSING

ANCILLARY PAPER APPLICATIONS MUST BE FAXED TO:

f: 866.582.7706

Applications and forms can be found on the LifeSecure website in your Agent Portal.

ADDRESS FOR ALL CHECKS (INDIVIDUAL AND WORKSITE)

LifeSecure Insurance Company • 16234 Collections Center Drive • Chicago, IL 60693

Do not send applications to this address — it will delay the application processing time considerably

POLICYHOLDER SUPPORT 8:00AM – 7:00PM (ET)

CUSTOMER SERVICE

p: 888.575.8246
e: phs@yourlifesecond.com
live chat: www.YourLifeSecure.com (for Agents)

COMPLETED POLICY CHANGE REQUESTS

Note: Your clients may submit policy change requests electronically via the Policyholder Portal

f: 877.226.0925
mail: LifeSecure Insurance Company
P.O. Box 0300, New Hudson, MI 48165-0300

CLAIMS 8:00AM – 6:00PM (ET)

COMPLETED CLAIM FORMS

Note: Your clients may submit claim documents electronically via the Policyholder Portal

p: 888.575.8246
f: 877.226.7315
mail: LifeSecure Insurance Company
ATTN: Claims Department
P.O. Box 0042, New Hudson, MI 48165-0042

WORKSITE LIST BILL QUESTIONS

p: 810.220.4697 (option 1)

e: listbills@yourlifesecond.com

f: 877.226.7319

AGENTS & AGENCIES WEB PORTAL

Your LifeSecure portal provides a wide variety of resources and tools to help you do business, including access to your book of LifeSecure business and commission information (under **VIRTUAL OFFICE**). Under **MARKETING TOOLS & FORMS**, navigate to download sales & marketing materials, place orders for printed materials, and access information about LifeSecure's special product discounts for agents (select "Agent Benefits" under **COMPANY REFERENCE MATERIALS**).

Go to www.YourLifeSecure.com

To login, select "Agents/Agencies" from the secure login menu in the upper right corner of your screen. Enter your username and password.

AGENT APPOINTMENTS

All agents/agencies must be contracted prior to soliciting, negotiating, or selling. To sell the LifeSecure portfolio of products, agents/agencies must be contracted with LifeSecure Insurance Company. Please contact your upline hierarchy, Territory Sales Manager, Internal Wholesaler or Agent Licensing for any licensing questions.