

HOW TO DO BUSINESS WITH AVIVA LIFE

Submission:

- All new Term applications **MUST** be submitted using the TELE APP and faxed directly to 800-531-0038.
- UL applications can be submitted on the TELE APP or on the long form and faxed to 800-531-0038.
- Delivery requirements are faxable unless indicated otherwise from underwriting.
- **DO NOT ORDER THE MEDICAL REQUIREMENTS IF USING THE TELE APP~ AVIVA WILL ORDER.**

Checking Case Status:

- You are required to register on the AVIVA pending website at www.amerus.com/portal/agents , once appointed, to track case updates and status.
- All cases that require assistance can be directed to AVIVA Life. You can reach them directly at 800-800-9882.

How to submit monies to AVIVA:

- If the agent takes a check with the application, mail it to AVIVA and be sure to put the client's social security number in the memo section.
- If you collect a check after the policy has been issued a policy number, you will need to put the policy number on the memo line, and the check should be mailed directly to AVIVA at:

AVIVA Life and Annuity Company
611 5th Avenue
Des Moines, IA 50309
Attention: Policy Issue/Underwriting

Commissions:

- For questions regarding commissions, please call 888-466-6306.

Illustrations and Marketing Support:

- You can call a member of the Benchmark team at (800) 998-9997, or email us at benchmarkigroup@carolina.rr.com.
- Please call 800-800-9882 for software support.