

HOW TO DO BUSINESS WITH GENWORTH LIFE

Case Manager~ Scott Sheridan, Phone: 800-998-9997

Submission:

- Please email applications to genworth@benchmarkigroup.com or fax to **704-527-7371** (*EXCEPT when money is collected~ if money is collected~ the ORIGINAL MUST BE MAILED TO THE BENCHMARK PROCESSING CENTER Attn: Genworth New Business*)
- When faxing or emailing applications, you are **required** to keep the original application for no less than 90 days. Please note that the original may be requested during this period for audit purposes. **NOTE~ ONLY applications with no cash with application can be faxed or emailed!**
- The applications should be **unaltered and complete.**
- Term Applications \$100,000 and under **MUST** be submitted through the Life Quick Request online tool or no commission will be paid to the agent, unless they re-submit or increase the face amount to \$100,001.
- ALL APPLICATIONS WITH MONEY **MUST** BE MAILED DIRECTLY TO:

Benchmark Insurance Group
c/o Scott Sheridan
1515 Mockingbird Lane, Suite 820
Charlotte, NC 28209

- PLEASE **DO NOT** SEND APPLICATIONS TO BOTH GENWORTH AND THE PROCESSING CENTER.

Checking Case Status:

You are required to register on: <https://www.genworth.com/content/pro/us/en/home.html> to check pending cases status. You can do this with your agent number. Please call the Benchmark Office if you do not know your agent number

You can also view status on the Agency Integrator Feed

Requirements and Monies:

- Requirements **MUST** be faxed to the Benchmark Insurance Group processing center at **704-527-7371**. All requirements are sent to Genworth as they are received; however, please allow 3-4 business days for Genworth website updates.
- All initial premium checks should be mailed to the address above.
- Please be sure to check the website initially for status. When calling, please be sure to provide policy number and client name. **(800) 998-9997**.

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)404-2956** for software support ONLY or email them at productsupport@genworth.com.