

SmartOffice Pending Case Data Providers

Listed below is the contact information to complete your Pending Case Download request. Please complete the [Request Form](#) and return to Ebix CRM at dxosupport@ebix.com, as well as the appropriate carrier you wish to receive downloads from. You will need to complete a separate form for each specified carrier.

AllState

Lincoln Benefit Life
Lincoln Benefit Life of NY
Jeff Lingenfelter
2920 South 84th St
Lincoln, NE 68520
jeff.lingenfelter@allstate.com
Ph (402) 328-5994
Fax (402) 328-1966

American General Life Companies

American General Brokerage
Kimberly Tuska
Marketing Manager Support
Kimberly_Tuska@aigag.com
Ph (800) 659-5920 ext 5865

Aviva

Rita Holtz
rita.holtz@avivausa.com
Ph (515) 645-6259

The AXA Group

Elizabeth N. Adorno
PO Box 4024
Farmington CT 06034
elizabeth.narowski@axa-equitable.com
Andrea.DiGennaro@axa-equitable.com
Ph (860) 409-1458

Genworth Financial Group

Genworth Life & Annuity Insurance Co
Genworth Life & Annuity Insurance Co of NY
Genworth Capital Assurance
Genworth Long Term Care
Download Support Team
3100 Albert Lankford Dr.
Lynchburg, VA 24501
downloads@genworth.com
Ph (888) 325-5433 ext. 5522

ING Group

Relistar
Relistar of NY
Security Life of Denver
151 Farmington Avenue
Hartford, CT 06156
fieldtech-support@us.ing.com
Ph (877) 882-5050, Option 1
Fax (612) 342-3285

Legal and General America

Banner
Michael F. Foley
1701 Research Blvd.
Rockville, MD 20850
BannerLifeAMSData@lgamerica.com
(800) 638-8428

William Penn

PennAMSData@lgamerica.com Lincoln Financial Group

First Penn Pacific,
Lincoln Life Annuities of NY,
Lincoln Life Insurance Company,
Jefferson Pilot
Pam Daidone
3800 North Wilke Road - 3rd Floor
Arlington Heights, IL 60004
Agency.Jobs@lfg.com
Ph 847-818-5682
Fax 260-455-0246

Manulife Financial

John Hancock Life Insurance
200 Bloor St East
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Feedback@jhancock.com
John Hancock Long Term Care
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Ph (434) 522-4069
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Metropolitan Life Insurance

First MetLife Investors
MetLife Investors USA
General American Life
Metropolitan Life Insurance
MetLife Life and Annuity Company of Connecticut
Metropolitan Insurance & Annuity Co
MetLife Insurance Company of Connecticut
New England Financial
MetLife Investors
Metropolitan Tower Life
dxosupport@ez-data.com
Ph (434) 522-4069
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Nationwide

Henry Nerida
datafeed@nationwide.com
Ph (614) 435-5209

North American Company for Life and Health

Marketing Technology
MktgTech@nacolah.com
Ph (800) 800-3656

Pacific Life

Pacific Life
Pacific Life Annuities
Danny Smith
700 Newport Center Drive
Newport Beach, CA 92660-6397
dbsmith@pacificlife.com
Ph (949) 219-4579

Phoenix Life

One American Row
Hartford, CT 06102-5056
Maggie Anischik
margaret.anischik@phoenixwm.com

Protective Life Insurance Company

Protective Life Insurance
West Coast Life
Empire General
Valerie.Wicks@protective.com
Valerie.Wicks@protective.com

Prudential

Prudential CO of NJ
Prudential Insurance Company
Prudential Life Insurance Company
Prudential Select Life
Jodi Ollila
213 Washington Street
13th Fl.
Newark, NJ 07102
jodi.ollila@prudential.com
Fax (973) 367-8325

The Savings Bank Life Insurance Company of Massachusetts
brokerage@sbli.com**Securian**

400 Robert St. N.
St. Paul, MN 55101
Clint Parker
clint.parker@securian
Ph (434) 522-4069

Sun Life Financial

Sun Life of Canada
Sun Life of Canada for New York
Nathan Batten
SC1215, One SunLife Executive Park
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Ph (781) 446-1949
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Transamerica

Transamerica Life Insurance Company
Transamerica Financial Life Insurance Company
amsdatarequest@Transamerica.com
800-742-7005
dxosupport@ez-data.com
Ph (434) 522-4069
Fax (434) 522-4037

United of Omaha

Companion Life Insurance Company
Mutual of Omaha
United of Omaha
United World
Kim Berg
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Omaha, NE 68175
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Ph (402) 351-8837