

## 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) 342-6259

### The AXA Group

Elizabeth N. Adorno  
PO Box 4024  
Farmington CT 06034  
**farmington.support.desk@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  
Toronto ON M4W 1E5  
Canada  
**feedback@jhancock.com**  
*John Hancock Long Term Care*  
**dxosupport@ebix.com**  
Ph (434) 522-4069  
Fax (434) 522-4037

## 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@ebix.com**  
Ph (434) 522-4069  
Fax (434) 522-4037

## 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. A#3523  
St. Paul, MN 55101  
**ILABRequests@securian.com**  
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  
Wellesley Hills, MA 02481  
**nathan.batten@sunlife.com**  
Ph (781) 446-1949  
Carrie Benoit  
SC1215, One SunLife Executive Park Wellesley  
Hills, MA 02481  
**carrie.benoit@sunlife.com**

## Transamerica

Transamerica Life Insurance Company  
Transamerica Financial Life Insurance Company  
**amsdatarequest@Transamerica.com**  
800-742-7005  
**dxosupport@ebix.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  
Mutual of Omaha Plaza  
Omaha, NE 68175  
**kim.berg@mutualofomaha.com**  
Ph (402) 351-8837