

CMO Dedicated Team
(800) 388-1331

www.globalatlanticlife.com

Core Hours: M-F 8:00 AM – 5:00 PM CST



Sales and Distribution:

Email Format: FirstName.LastName@gafg.com

Dedicated Sales Team:

External Sales

[Danne Jones](#)

VP Sales

(515) 393-3619

Account Manager

[Josh Johnson](#)

(515) 393-3885

Sales Consultants: Illustrations, Product Information, Competitive Intelligence & Agent Registration:

Team Email Address: salessupport@gafg.com

Option 3

Advanced Markets:

Team Email Address: advancedmarkets@gafg.com

Option 2

New Business and Underwriting: Option 1

Email Format: FirstName.LastName@gafg.com

Team Email Address: emerald.team@gafg.com

Trial Apps: emerald.trials@gafg.com

Quick Quotes: emerald.quickquotes@gafg.com

Fax Number: (800) 262-6976

New Business

[Susan Kelly](#)

Manager

x123994

[Leann Yates](#)

Manager

x123717

[Aimee Middle](#)

Case Manager

x123803

[Ruth Hausman](#)

Case Manager

x123604

[Jenni Williams](#)

Case Manager

x123715

[Judy Burgus](#)

Case Manager

x123568

[Kay Minear](#)

Case Manager

x123656

[Loretta Enos](#)

Case Manager

x123584

[Pam Ratliff](#)

Case Manager

x123674

[Paulette Smith](#)

Case Manager

x123674

Underwriting

[Jack Nance](#)

Manager

x123737

[Ginny DeFranco](#)

Senior Underwriter

x123893

[Joy Tolley](#)

Senior Underwriter

x123698

[Renna Lano](#)

Senior Underwriter

x123868

Senior Leadership Team

[Jim Veatch](#)

Assistant VP New Business

(515) 393-3702

[Kent Major](#)

Chief Underwriter

(515) 393-3642

[Paula Verschoore](#)

Associate Chief Underwriter

(515) 393-3705

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Agency Services:

Fax: (800) 262-6976

Licensing and Contracting:

Team Email Address: contracting@gafg.com

Option 7

Compensation:

Team Email Address: commissions@gafg.com

Option 7

Agent Debt Collection:

Team Email Address: agentdebtcollection@gafg.com

Option 7

Inforce Policy Service:

Team Email Address: askcustomerservice@gafg.com

Customer Service:

Fax: (800) 262-6976

Option 5, 1

Inforce Illustrations

Fax: (800) 262-6976

Email Address: inforceillustrations@gafg.com

Option 5, 2

Life Claims:

Fax: (866) 543-4026

Option 6

Waiver/Living Benefit Claims:

Fax: (866) 255-0835

Option 6

Mailing Addresses:

New Business, Underwriting and Agency Services

Regular Mail

Global Atlantic
PO Box 305030
Nashville, TN 37230-5030

Overnight Mail

Global Atlantic
100 Centerview Drive Suite 100
Nashville, TN 37214

Policy Owner Services

Regular Mail

Global Atlantic
PO Box 305027
Nashville, TN 37230-5027

Overnight Mail

Global Atlantic
100 Centerview Drive Suite 100
Nashville, TN 37214

Life Claims

Regular Mail

Global Atlantic
PO Box 637
Jacksonville, IL 62651-0637

Overnight Mail

Global Atlantic
1275 Sandusky Road
Jacksonville, IL 62650

Waiver/Living Benefit Claims

Regular Mail

Global Atlantic
PO Box 640
Jacksonville, IL 62651-0640

Overnight Mail

Global Atlantic
25800 Northwestern Hwy Suite L30
Southfield, MI 48075

Athene Life Policy

Available on www.athenelink.com

(877) 462-8992

Hours: 7:30 – 5:30 CST Monday - Thursday
7:30 – 5:00 CST Friday

Agency Services:

Licensing and Contracting:

Phone Number: (877) 462-8992 Option 1,1
Fax: (800) 262-6976
Email Address: contracting@gafg.com

Compensation:

Phone Number: (877) 462-8992 Option 1,2
Fax: (800) 262-6976
Email Address: commissions@gafg.com

Agent Debt Collection:

Phone Number: (877) 462-8992 Option 1,4
Fax: (800) 262-6976
Email Address: agentdebtcollection@gafg.com

Customer Service:

Customer Contact Center / Policyholder Services:

Phone Number: (877) 462-8992 Option 1,5,1
Fax: (800) 262-6976
Email Address: Askcustomerservice@gafg.com

Inforce Illustrations:

Phone Number: (877) 462-8992 Option 1,5,2
Fax: (866) 255-0835
Email Address: inforceillustrations@gafg.com

Life Claims:

Phone Number: (877) 462-8992 Option 1,5,3
Fax: (866) 543-4026

Waiver / Living Benefit Claims:

Phone Number: (877) 366-2592
Fax: (866) 255-0835

Mailing Addresses:

Agency Services:

Regular Mail
Athene Life
PO Box 305030
Nashville, TN 37230-5030

Overnight Mail
Athene Life
100 Centerview Drive, Suite 100
Nashville, TN 37214

Life Claims:

Regular Mail
Athene Life
PO Box 637
Jacksonville, IL 62651-0637

Overnight Mail
Athene Life
1275 Sandusky Road
Jacksonville, IL 62650

Policyholder Services:

Regular Mail
Athene Life
PO Box 305027
Nashville, TN 37230-5027

Overnight Mail
Athene Life
100 Centerview Drive, Suite 100
Nashville, TN 37214

Waiver / Living Benefit Claims:

Regular Mail
Athene Life
PO Box 640
Jacksonville, IL 62651-0640

Overnight Mail
Athene Life
25800 Northwestern Hwy
Suite L30
Southfield, MI 48075
