

Important Life Contacts



(855) 887-4487

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

SALES AND DISTRIBUTION

Sales Support - New Business Illustrations, Product Info, and How to do Business

Phone Number: (855) 887-4487, option 3
Hours: 7:30 – 5:00 CST, Monday - Friday
Email Address: salesupport@gafg.com

Advanced Markets

Phone Number: (855) 887-4487, option 2
Email Address: advancedmarkets@gafg.com

Ad Review

Email Address: adreview@gafg.com

AGENCY SERVICES

Contracting

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

Commissions

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

Agent Group Benefits

Agent Phone Number: (877) 462-8992, option 1, option 3
Fax: (800) 262-6976
Email Address: agentbenefits@gafg.com

Agent Debt

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

NEW BUSINESS

Diamond Team

Phone Number: (855) 887-4487, option 1, option 1
Email Address: diamond.team@gafg.com

Emerald Team

Phone Number: (855) 887-4487, option 1, option 3
Email Address: emerald.team@gafg.com

Sapphire Team

Phone Number: (855) 887-4487, option 1, option 2
Email Address: sapphire.team@gafg.com

Pearl Team

Phone Number: (855) 887-4487, option 1, option 4
Email Address: pearl.team@gafg.com

CUSTOMER SERVICE

Customer Contact Center/Policyholder Services

Phone Number: (877) 462-8992
Fax: (800) 262-6976
Email: AskCustomerService@gafg.com

Life Claims

Agent Phone Number: (877) 462-8992, option 1, then option 5
Policy Owner Phone Number: (877) 462-8992, option 2, then option 3
Fax: (866) 543-4026

Waiver/Living Benefit Claims

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

Inforce Policy Illustrations

Agent Phone Number: (877) 462-8992, option 1, then option 6
Policy Owner Phone Number: (877) 462-8992, option 2, then option 2
Fax: (866) 351-0603
Email Address: Inforceillustrations@gafg.com

Inforce Policy Service

Agent Phone Number: (877) 462-8992, option 1, then option 4
Policy Owner Phone Number: (877) 462-8992, option 2, then option 1
Fax: (866) 351-0603
Email Address: AskCustomerService@gafg.com

Escalated Requests/Life Solutions Team

Email Address: lifesolutionsteam@gafg.com

NEW

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

Policyholder 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, Ste L30
Southfield, MI 48075