

HOW TO DO BUSINESS WITH AVIVA LIFE

Submission:

- All new Term applications **MUST** be submitted using the TELE APP and faxed directly to 800-531-0038.
- UL applications can be submitted on the TELE APP or on the long form and faxed to 800-531-0038.
- Delivery requirements are faxable unless indicated otherwise from underwriting.
- See page 2 for guidelines.
- **DO NOT ORDER THE MEDICAL REQUIREMENTS IF USING THE TELE APP~ AVIVA WILL ORDER!**

Checking Case Status:

- Agents are urged to register on the AVIVA pending website at www.amerus.com/portal/agents once appointed to track case updates and status.
- All cases that require assistance **SHOULD** be directed to AVIVA Life. Agents can reach them directly at 800-800-9882.

How to submit monies to AVIVA:

- If the agent takes a check with the application, mail it to AVIVA and be sure to put the client's social security number in the memo section.
- If the agent collects the check after the policy has been issued a policy number, the agent will need to put the policy number on the memo line and the check should be mailed directly to AVIVA at:

AVIVA Life and Annuity Company
611 5th Avenue
Des Moines, IA 50309
Attention: Policy Issue/Underwriting

Commissions:

- All questions regarding commissions, please call 888-466-6306.

Illustrations and Marketing Support:

- Please contact your immediate up line or Marketing Representative.
- Agents contracted directly with OAKTREE Life and Annuity can call a member of the agent services team at 800-842-9124 ext. 406 or email them at agentservices@otfc.com
- Please call 800-800-9882 for software support.

I- Group Contact Sheet**800 800-9882**Email Format: FirstName.LastName@avivausa.com

Core Hours: 8:00 AM – 5:00 PM CT

Sales and Distribution:**Dedicated Sales Team:****Business Development****Steve Hinrichs**
VP BGA/IMO Sales
x3131**External Sales****Bob Antonowich**
VP of Sales
866 494-6343**Internal Sales****Jeff Richardson**
Sales Support Specialist
x3676**Pre-Sale Support: Illustrations, Product, Software & Web Support:**Team Email Address: distributionservices@avivausa.com Ext: 2396Inforce Illustration Team Email Address: inforceillustrations@avivausa.com Ext: 4770**Advanced Markets:**Team Email Address: advancedmarkets@avivausa.com Ext: 4667

Agency Services:**Pat Corbett, VP Agency Services**

Ext: 3222

Licensing and Contracting:Team Email Address: contracting@avivausa.com

Ext 4453

Lori AirhartManager
x4402**Kristie Vahey**Manager
x4565**Jaime Steinkamp**Manager
x6866**Compensation:**Team Email Address: commissions@avivausa.com

Ext: 4522

Molly FordManager
x4807**Steve Frahm**Manager
x2540

Inforce Policy Service:Team Email Address: avivaservice@avivausa.com

Ext: 18037

Karrie AndersonManager
x3216**Jody Knight**Sr. Specialist
x4464**Marilyn Martin**Lead Analyst
x4475**Greg McCleary**Manager
x2593**Josh Mott**Manager
x2554**Tracy Rasmussen**Manager
x4669**Sara Seybold**Manager
x2581**Deb Stuetelberg**Director
x3215

Mailing Addresses**Regular Mail**Aviva Life and Annuity Company
PO Box 1555
Des Moines, IA 50306**Overnight Mail**Aviva Life and Annuity Company
611 5th Avenue
Des Moines, IA 50309

AVIVA USA

I- Group Contact Sheet

800 800-9882

Email Format: FirstName.LastName@avivausa.com

Core Hours: 8:00 AM– 5:00 PM CT



New Business and Underwriting:

Team Email Address: purpleteam@avivausa.com

Ext: 18048

Fax Number: 888 329-1329

Quick Quotes: quick.quotes@avivausa.com

Trial Apps: trials@avivausa.com

New Business:

Stephen Lininger
Manager
x4862

Jill Bishop
Case Manager
x2767

Sandy Conn
Case Manager
x2578

Linda China- Hutchinson
Case Manager
x2579

Christina Davelaar
Case Manager
x6252

Kiya Determan
Case Manager
x4884

Kathy Gabriel
Case Manager
x2793

Dana Roquet
Case Manager
x2791

Randy Watson
Case Manager
x4846

Underwriting:

Stephen Lininger
Lead Underwriter
x4872

Leanna Halfhill
Underwriter
x4612

Frank Ferrer
Sr. Underwriter
x6720

Jennifer Van Roekel
Underwriter
x4403

Gina Davis
Underwriter
x3211

Andrea Lovelady
Jr. Underwriter
x3227

Senior Leadership Team:

Virginia Craig
VP, New Business & Underwriting
x4604

Jim Veatch
Director, New Business
x4424

Judy White
Associate Chief Underwriter
x4818

Mailing Addresses

Regular Mail

Aviva Life and Annuity Company
PO Box 1555
Des Moines, IA 50306

Overnight Mail

Aviva Life and Annuity Company
611 5th Avenue
Des Moines, IA 50309