

## **HOW TO DO BUSINESS WITH FIDELITY LIFE:**

### **Submission:**

ALL new business applications should be faxed directly to Fidelity at 866-947-8730, or emailed to [newapplications@fla-life.com](mailto:newapplications@fla-life.com), or by mail to:

Fidelity Life Association  
PO BOX 9269  
Oak Brook, IL 60522-9269

### **Checking Case Status:**

- You are **REQUIRED** to register on the FID website at [www.fidelitylife.com](http://www.fidelitylife.com), once appointed, to track case updates and status.
- Please fax all requirements to 866-947-8735, or email to [newbus@fla-life.com](mailto:newbus@fla-life.com).
- You have direct access to Fidelity Life by calling 866-947-8739, or emailing [newbus@fla-life.com](mailto:newbus@fla-life.com).
- Be sure to include the client name, carrier, and policy number in the subject line. Please allow 24 hours for a response.

### **How to submit monies to Fidelity Life:**

- If you take a check with the application, mail it and put the client's social security number in the memo section.
- If you collect the check after the policy has been assigned a policy number, you will need to put the policy number on the memo line and the check should be mailed directly to Fidelity Life at:

Fidelity Life  
PO BOX 9269  
Oak Brook, IL 60522-9269  
Attn: Policy Issue/Underwriting

### **Commissions:**

- For all questions regarding commissions, please call 800-369-3990 or email [service@fla-life.com](mailto:service@fla-life.com).

### **Illustrations & Marketing:**

- You can call a member of the Benchmark team at (800) 998-9997, or email us at [benchmarkigroup@carolina.rr.com](mailto:benchmarkigroup@carolina.rr.com).
- For all sales questions, please call 866-710-1013, or email [sales@fla-life.com](mailto:sales@fla-life.com).

## HOW TO DO BUSINESS WITH FIDELITY LIFE

Hours of operation from 8:00am to 5:00pm Central Time

**MAIL CORRESPONDENCE TO:**  
**Fidelity Life Association**  
**PO Box 9269**  
**Oak Brook, IL 60522-9269**

**TO SUBMIT NEW BUSINESS:**

Phone: (877) 704-6279  
Fax: (866) 947-8730  
Email: [newapplications@fla-life.com](mailto:newapplications@fla-life.com)

**UNDERWRITING:**

Phone: (866) 947-8739  
Fax: (866) 947-8734  
Email: [und@fla-life.com](mailto:und@fla-life.com)

**NEW BUSINESS REQUIREMENTS:**

Fax: (866) 947-8735  
Email: [newbus@fla-life.com](mailto:newbus@fla-life.com)

**INFORCE POLICY STATUS QUESTIONS:**

Phone: (800) 369-3990  
Fax: (866) 375-8175  
Email: [service@fla-life.com](mailto:service@fla-life.com)

**COMMISSIONS:**

Phone: (800) 369-3990  
Fax: (866) 375-8175  
Email: [service@fla-life.com](mailto:service@fla-life.com)

**LICENSING & CONTRACTING- SEND CONTRACTS:**

Phone: (877) 704-6279  
Fax: (866) 947-8738  
Email: [agents@fla-life.com](mailto:agents@fla-life.com)

**SALES & MARKETING – RAPID APP REGISTRATION, TRAINING & WEBSITE SUPPORT:**

Phone: (866) 710-1013  
Fax: (224) 265-9803  
Email: [sales@fla-life.com](mailto:sales@fla-life.com)