

HOW TO DO BUSINESS WITH GENWORTH LIFE

Case Manager~ Scott Sheridan, Phone: 800-998-9997

Submission:

- Please email applications to scott.sheridan@benchmarkigroup.com or fax to **704-527-7371** (*EXCEPT when money is collected~ if money is collected~ the ORIGINAL MUST BE MAILED TO THE BENCHMARK PROCESSING CENTER Attn: Scott Sheridan*)
- When faxing or emailing applications, you are **required** to keep the original application for no less than 90 days. Please note that the original may be requested during this period for audit purposes. **NOTE~ ONLY applications with no cash with application can be faxed or emailed!**
- The applications should be **unaltered and complete.**
- ALL APPLICATIONS WITH MONEY **MUST** BE MAILED DIRECTLY TO:

**Benchmark Insurance Group
c/o Scott Sheridan
1515 Mockingbird Lane, Suite 820
Charlotte, NC 28209**

- PLEASE **DO NOT** SEND APPLICATIONS TO BOTH GENWORTH AND THE PROCESSING CENTER.

Checking Case Status:

You are required to register on: <https://www.genworth.com/content/pro/us/en/home.html> to check pending cases status. You can do this with your agent number. Please call the Benchmark Office if you do not know your agent number: (800) 998-9997.

Requirements and Monies:

- Requirements **MUST** be faxed to the Benchmark Insurance Group processing center at 704-527-7371. All requirements are sent to Genworth as they are received; however, please allow 3-4 business days for Genworth website updates.
- All initial premium checks should be mailed to the address above.
- Please be sure to check the website initially for status. When calling, please be sure to provide policy number and client name. (800) 998-9997.

Illustrations and Marketing Support:

- You can call a member of the Benchmark team at (800) 998-9997, or email us at benchmarkigroup@carolina.rr.com.
- Please call 888-325-5433 ext. 555 for software support ONLY or email them at productsupport@genworth.com.