



LIFESecure INSURANCE COMPANY

COMPANY **Directory**

For Distribution Partners & Agents

This guide is a quick reference for LifeSecure contacts, resources, training and support and other useful information.



For Agent Use Only.
Not for Solicitation Purposes.

LS-0641 ST 02/24

SALES

CINDY HARRIS
Senior Director of Sales

c: 810.623.8722 **o:** 810.220.4633
e: charris@yourlifefsecure.com

TOBY KOMINEK
National Sales Manager

c: 810.626.8560 **o:** 810.220.4653
e: tkominek@yourlifefsecure.com

EAST REGION

JOHN CULLEN, JR.
Regional Sales Manager

c: 810.623.1602
o: 810.220.4634
e: jcullen@yourlifefsecure.com

CT, IL, IN, KY, MA, ME, NH, NY,
OH, PA, RI, VT, WI, WV

CAROL SOLIK
Regional Sales Manager

c: 810.623.5742
o: 810.220.2710
e: csolik@yourlifefsecure.com

AL, DC, DE, FL, GA, MD, NC,
NJ, SC, TN, VA

SCOTT WITTMAN
Regional Sales Manager

c: 313.407.7968
e: swittman2@bcbsm.com

MI

CENTRAL REGION

AMY PERDEW-SMITH
Regional Sales Manager

c: 810.623.1010
o: 810.225.2723
e: aperdew-smith@yourlifefsecure.com

AR, IA, KS, LA, MN, MS, MO, ND,
NE, OK, SD

WEST REGION

CHRIS ALLEN
Regional Sales Manager

c: 810.599.6882
o: 810.220.2709
e: callen@yourlifefsecure.com

AK, AZ, CA, CO, HI, ID, MT, NM,
NV, OR, TX, UT, WA, WY

SALES DELIVERY

MELISSA FORRESTER
Manager, Sales Delivery &
Project Management

c: 810.623.1878
o: 810.220.4649
e: mforrester@yourlifefsecure.com

MICHAEL ELLIS
Sales Specialist,
Sales Delivery & Worksite

o: 810.225.3550
e: mellis@yourlifefsecure.com

SUE ROOT
Sales Specialist,
Sales Delivery & Worksite

c: 810.263.0597
o: 810.225.2703
e: sroot@yourlifefsecure.com

MARKIA LATHON
Sales Specialist,
Sales Delivery & Worksite

c: 810.588.8522
o: 810.225.2724
e: mlathon@yourlifefsecure.com

AGENT SUPPORT 8:00AM – 7:00PM (ET)

CARE LINE: AGENT GENERAL QUESTIONS

p: 866.582.7701
f: 810.220.4693
e: agentsupport@yourlifesecond.com
live chat: www.YourLifeSecure.com (for Agents)

COMMISSION QUESTIONS 8:00AM – 5:00PM (ET)

p: 866.582.7701 (option 1, then option 4) **f:** 810.220.4693 **e:** commissions@yourlifesecond.com

UNDERWRITING

MEDICAL PRE QUALIFICATION

e: agentinquiry@yourlifesecond.com

TO SCHEDULE A PHONE HEALTH INTERVIEW
MON-FRI: 8:00AM – 11:00PM (ET)
SAT: 8:00AM – 4:30PM (ET)

p: 800.544.4326 | option 1

TO CHECK STATUS OF AN APPLICATION
MON-FRI: 8:00AM – 6:00PM (ET)

option 2

TO CHECK STATUS OF MEDICAL RECORDS

option 3

TO CHECK STATUS OF AN ISSUED POLICY

option 4

ALL OTHER STATUS INQUIRES

option 5

FAX ALL PRE-ISSUE PAPERWORK

f: 855.351.6500

FAX ALL POST-ISSUE/AMENDMENT PAPERWORK

f: 877.226.0925

APPLICATION PROCESSING

ANCILLARY PAPER APPLICATIONS
MUST BE FAXED TO:

f: 866.582.7706

Applications and forms can be found on the LifeSecure website in your Agent Portal.

ADDRESS FOR ALL CHECKS (INDIVIDUAL AND WORKSITE)

LifeSecure Insurance Company • 16234 Collections Center Drive • Chicago, IL 60693

Do not send applications to this address — it will delay the application processing time considerably

POLICYHOLDER SUPPORT 8:00AM – 7:00PM (ET)

CUSTOMER SERVICE

p: 888.575.8246
e: phs@yourlifesecond.com
live chat: www.YourLifeSecure.com (for Agents)

COMPLETED POLICY CHANGE REQUESTS

f: 877.226.0925
mail: LifeSecure Insurance Company
P.O. Box 0300, New Hudson, MI 48165-0300

CLAIMS 8:00AM – 6:00PM (ET)

COMPLETED CLAIM FORMS

Note: Your clients may submit claim documents electronically via the Policyholder Portal

f: 877.226.7315
mail: LifeSecure Insurance Company
ATTN: Claims Department
P.O. Box 0042, New Hudson, MI 48165-0042

WORKSITE LIST BILL QUESTIONS

p: 810.220.4697 (option 1)

e: listbills@yourlifesecond.com

f: 877.226.7319

AGENTS & AGENCIES WEB PORTAL

Your LifeSecure portal provides a wide variety of resources and tools to help you do business, including access to your book of LifeSecure business and commission information (under **VIRTUAL OFFICE**). Under **FORMS & MARKETING MATERIALS**, navigate to download sales & marketing materials, place orders for printed materials, and access information about LifeSecure's special product discounts for agents (select "Agent Benefits" under **WEBINARS, VIDEOS & REFERENCE**).

Go to www.YourLifeSecure.com

To login, select "Agents/Agencies" from the secure login menu in the upper right corner of your screen. Enter your username and password.

AGENT APPOINTMENTS

All agents must be appointed prior to soliciting, negotiating, or selling. To sell the LifeSecure products, agents must be appointed with LifeSecure. If you are only interested in selling Life products, LifeSecure can facilitate your appointment with Lumico. Please contact your MGA, Regional Sales Consultant, or Agent Licensing for any licensing questions.