



## LIFESECURE INSURANCE COMPANY

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# RESOURCE GUIDE

For Distribution Partners & Agents



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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.

NATIONAL ACCOUNTS	STATES	CONTACT
Linda Fabian	<b>National</b>	<b>Cell:</b> 810-623-7262 <b>Office:</b> 480-659-0490 <b>Fax:</b> 480-659-0760 <b>Email:</b> <a href="mailto:lfabian@yourlifefsecure.com">lfabian@yourlifefsecure.com</a>

**CONTACT YOUR MLSS/RSC TOLL FREE: 866.582.7702 x (4-digit extension)**

**FAX: 810.220.4693**

MULTI-LIFE SALES SPECIALISTS (MLSS)	STATES	CONTACT
Cori Mooberry <b>Team Lead, East Region</b>	AR, AL, CT, DC, DE, GA, FL, IA, IL, IN, KY, LA, MA, MD, ME, MI, MN, MO, MS, NC, ND, NE, NH, NJ, NY, OH, PA, RI, SC, SD, TN, VA, VT, WI, WV	<b>Cell:</b> 810-623-1878 <b>Office:</b> 810-220-4620 <b>EXT:</b> 4620 <b>Email:</b> <a href="mailto:cmooberry@yourlifefsecure.com">cmooberry@yourlifefsecure.com</a>
Sue Root <b>West Region</b>	AK, AZ, CA, CO, HI, ID, KS, MT, NM, NV, OK, OR, TX, UT, WA, WY	<b>Cell:</b> 810-623-7717 <b>Office:</b> 810-220-4655 <b>EXT:</b> 4655 <b>Email:</b> <a href="mailto:sroot@yourlifefsecure.com">sroot@yourlifefsecure.com</a>
Michael Daubenmeyer <b>Sales Support</b>	<b>National</b>	<b>Cell:</b> 810-923-7460 <b>Office:</b> 810-220-8735 <b>EXT:</b> 8735 <b>Email:</b> <a href="mailto:mداubenmeyer@yourlifefsecure.com">mداubenmeyer@yourlifefsecure.com</a>

REGIONAL SALES CONSULTANTS (RSC)	STATES	CONTACT
Bernard Barrie <b>Southeast Region</b>	DE, DC, GA, FL, MD, NC, SC, VA	<b>Cell:</b> 810-623-5249 <b>Office:</b> 810-220-4658 <b>EXT:</b> 4658 <b>Email:</b> <a href="mailto:bbarrie@yourlifefsecure.com">bbarrie@yourlifefsecure.com</a>
Toby Kominek <b>Northeast Region</b>	AL, CT, IN, KY, MA, ME, MI, MS, NH, NJ, NY, OH, PA, RI, TN, VT, WV	<b>Cell:</b> 810-626-8560 <b>Office:</b> 810-220-4653 <b>EXT:</b> 4653 <b>Email:</b> <a href="mailto:tkominek@yourlifefsecure.com">tkominek@yourlifefsecure.com</a>
Manny Ramirez <b>West Region</b>	AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY	<b>Cell:</b> 810-923-7254 <b>Office:</b> 810-220-4651 <b>EXT:</b> 4651 <b>Email:</b> <a href="mailto:mramirez@yourlifefsecure.com">mramirez@yourlifefsecure.com</a>
Kristie Main <b>Central Region</b>	AR, IA, IL, KS, LA, MN, MO, NE, ND, OK, SD, TX, WI	<b>Cell:</b> 810-623-5015 <b>Office:</b> 810-220-4624 <b>EXT:</b> 4624 <b>Email:</b> <a href="mailto:kmain@yourlifefsecure.com">kmain@yourlifefsecure.com</a>

AGENT SUPPORT		PHONE NUMBER/URL
<b>Care Line:</b>	Agent General Questions 8:00AM – 7:00PM (ET)	866-582-7701 or 810-220-8770
<b>Live Chat:</b>	8:30AM – 5:00PM (ET)	<a href="http://www.YourLifeSecure.com">www.YourLifeSecure.com</a>

COMMISSION QUESTIONS	
<b>P:</b> 810.220.4697	<b>E:</b> <a href="mailto:lifeseurecommissionsdepartment@yourlifeseure.com">lifeseurecommissionsdepartment@yourlifeseure.com</a>

LTC UNDERWRITING	NUMBER
Pre-qualification MON-THURS: 8:00AM – 7:00PM (ET) FRI: 8:00AM – 6:00PM (ET)	<b>P:</b> 866-582-7705 <b>E:</b> <a href="mailto:agentinquiry@yourlifeseure.com">agentinquiry@yourlifeseure.com</a>
To schedule an interview	<b>P:</b> 888-575-8249 (option 1)
To speak with an underwriter	<b>P:</b> 888-575-8249 (option 2)
Fax all policy amendments	<b>F:</b> 866-556-3393

APPLICATION PROCESSING	NUMBER
Voice Signature (to obtain an authorization code during the on-line application process)	<b>P:</b> 866-582-7703
LTC Paper Applications*, Personal Worksheets and all HIPAA authorizations (whether application was done on-line or on paper) must be faxed to:	<b>F:</b> 866-556-3393
Hospital Recovery and Personal Accident paper applications must be faxed to:	<b>F:</b> 866-582-7706
Application and Forms booklets can be found on the LifeSecure website in your Agent Portal. * Refer to Section 4 (Application Process) in your LifeSecure Agent LTC Field Underwriting Guide for any other application processing questions.	

POLICYHOLDER SERVICES	PHONE NUMBER
Customer Service, including claims 8:00AM – 6:00PM (ET)	888-575-8246 (for Policyholders) 888-575-8249 (option 3 for Agents)

MULTI-LIFE LIST BILL QUESTIONS	
<b>P:</b> 810.220.4697	<b>E:</b> <a href="mailto:listbills@yourlifeseure.com">listbills@yourlifeseure.com</a>

## AGENT WEB PORTAL

Your Agent Web Portal provides a variety of resources and tools to help you do business, including access to your book of LifeSecure business, commission information and our Rewards Program.

The **PDF Library** allows you to download sales and marketing materials. Orders can be placed for a supply of select print materials under **Order Printed Materials**. We also provide an **Agent Training & Support** link that offers an extensive online library of materials for you to review including the following:

- Product Information
- Underwriting Tools and Resources
- How to Access and Order Sales Materials
- Policy Quoting
- Sales Ideas
- LifeSecure Your Choice Rewards Program
- *and more*

## WEBSITE

Go to [www.YourLifeSecure.com](http://www.YourLifeSecure.com)

To login click the login arrow and select “Agent” in the upper right corner of your screen. Enter your username and password.

Agents

Please key in your User Name and Password to enter our secured Agent's site.

User Name:

Password:

**NEW AGENTS** [Click here](#) to set-up your profile.

Did you forget your [User Name](#) or [Password](#)? We'll help you find them.

## ADDRESS FOR ALL CHECKS (Individual and Multi-life)

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.

## SALES INCENTIVE PROGRAM

**LifeSecure Your Choice Rewards Program:** [www.YourLifeSecureRewards.com](http://www.YourLifeSecureRewards.com)

To browse rewards online, use the sample login provided below:

**Username:** demo@yourlifefsecure.com

**Password:** Zelly

*Note: If you are fully-appointed with an active policy, your username is the e-mail address that you provided to LifeSecure, and your introductory password is “**passport**”.*

## AGENT APPOINTMENTS

All agents must be appointed with LifeSecure prior to soliciting, negotiating or selling LifeSecure products. Please contact your MGA or LifeSecure’s Agent Support for appointment paperwork at 866-582-7701 or [agentsupport@yourlifefsecure.com](mailto:agentsupport@yourlifefsecure.com).

To view a PowerPoint presentation outlining the LifeSecure Agent Appointment Process, go to the **Agent Training & Support** link under **LifeSecure University** and click on **Product and Process Presentations** in the Agent Portal at [www.YourLifeSecure.com](http://www.YourLifeSecure.com).