

Life Office Reopens, Service Restored

Following last week's unexpected closure, we are pleased to share the Life Service Center has re-opened.

The Life Service Center was previously ordered to be vacated at the instruction of the city of Winston-Salem, N.C., due to a large fire and risk of an explosion at a nearby [fertilizer plant](#).

Unrelated to the closure last week, our Life Policy Services team is experiencing high call volumes and longer hold times for customers and agents. The recent spread of the Omicron variant is affecting staffing levels.

We strive to provide timely service and offer a self-service function as an alternative to calling the service center. For routine change requests, please consider using self-service for a quicker experience. All forms are available in iBIS Agency Services under the Life tab. Completed forms can be emailed to patriot@actmanre.com.

Welcome Darcy Wellman	
Life	
Life Inquiry/Index	
Life Calculators	TOC
Reports and Forms	
Sales/Underwriting	
Life Sales Library	
LIMRA Resources (AML)	
FAQs	
LifeSuite Underwriting	

In Force Policy Forms

Please click on a link below to view/print the applicable Life form to be used with in force policies.

[General Policy Service Request Form](#)

[Owner / Beneficiary Form](#)

[Credit Card Authorization Form \(CC\)](#)

[Electronic Funds Transfer Form \(EFT\)](#)

[Collateral Assignment Form](#)

[Tobacco to Non-Tobacco Rate Change Application](#)

[Reinstatement Application](#)

We are working hard to resolve these customer disruptions, and you have our commitment to return to the service levels you expect from us. Thank you for your continued patience and partnership.