High Call Volumes May Delay Life Insurance Team Response

Our life insurance Policy Services team is currently experiencing high call volumes and slightly longer hold times for customers.

Callers to the Policy Services team at (844) 847-0793 may experience delays or busy signals, especially on the two heaviest days – Mondays and Tuesdays. To alleviate inconvenience to our clients, additional lines and staff have been added. Callers are also given the option to leave voicemail messages, which are returned the same business day or the following morning.

If you experience a delay and need immediate assistance, please contact Darcy Wellman at (989) 480-6415. Darcy can expedite your needs related to policy services such as payments, policy change forms, etc.

ExamOne Update

We are happy to report a significant improvement with ExamOne telephone interviews. All backlogged and aging requirements have been successfully cleared. Clients are being contacted within 12 hours of ExamOne receiving the requirements with follow-up calls scheduled for every other day. Text and email messages have also been added to facilitate successful client contact. Thank you for your patience and efforts to assist with this process.

We value your business and strive to provide the best customer experience possible. Stay safe and stay healthy!