

Quick Response Directory

Call toll free: (800) 628-5433



ALL TIMES SHOWN ARE EASTERN TIME			
POINT-OF-SALE UNDERWRITING		9:00 AM – 10:30 PM Mon.– Thurs.	
CALL CENTER		9:00 AM – 6:00 PM Fri.	
Single Premium Whole Life & Generation Legacy		888.368.9678	
Home Secure Mortgage Term		888.368.9678	
INSpeed w/LIVE Underwriting - Silver Guard		10:00 AM – 9:30PM Mon.-Thurs. 9:00 AM – 6:00 PM Fri.	
		888.368.9678	
AGENT SERVICES		8:30 AM – 7:00 PM Mon.– Thurs. 8:30 AM – 5:00 PM Fri.	
		877.533.2468	
<i>Agent Services supports applications and forms; commission payment inquiries; online reporting; website; internet password assistance; illustration support; product; new business and underwriting inquiries; state licensing fees; contract status.</i>			
SECURE AGENT SITE			
<i>The Secure Agent Site allows you to access reports, forms, compensation, profile changes, password resets, training and more.</i>			
	EMAIL	TELEPHONE/EXTENSION	FAX
Producer Login	AgentServices@baltlife.com	877.533.2468	
New Business Inquiries Only	NBI@baltlife.com	877.533.2468	
Applications & Non-Medical Outstanding Requirements	NewBusiness@baltlife.com		866.892.6428
Matt Towns, Manager	Matt.Towns@baltlife.com	7716	
UNDERWRITING			800.562.9972
Pre-app risk analysis <i>(For inquiries only)</i>	Underwriting@baltlife.com		
Rita Norman, Sr. Underwriter		7666	
Deborah Basel, Sr. Underwriter		6658	
Mary Beth Robinson, AVP, Chief Underwriter		6624	
INDEPENDENT SALES			800.562.9973
Rosemarie Bernarding, Manager	Rosemarie.Bernarding@baltlife.com	6637	
Doug Murphy, VP	Doug.Murphy@baltlife.com	6654	
CUSTOMER SERVICE		8:30 AM – 7:00 PM Mon.– Thurs. 8:30 AM – 5:00 PM Fri.	
		800.628.5433 (press option 1)	
EFT Bank Draft	CSC@baltlife.com		866.341.8355
Customer Service Processing	CSP@baltlife.com		866.660.6253
Customer Service Inquiries	CSI@baltlife.com		
Bonnie McLaughlin, Manager	Bonnie.McLaughlin@baltlife.com	6634	
MISCELLANEOUS SERVICES		8:30 AM – 5:00 PM Mon.– Fri.	
Licensing / CE Information			855.245.0338
Contracts	AgentContracts@baltlife.com		
Pamela Bethea, Manager	Pamela.Bethea@baltlife.com	7581	
Licensing <i>(Inquiries Only)</i>	Licensing@baltlife.com		
Supply Order Inquiries	SupplyRoom@baltlife.com		
Website Technical Questions	info@baltlife.com		
Baltimore Life Logo Center	https://www.baltlife.com/about-us/press-room-logo-center/		
BILLING/COLLECTION			
Matt Towns, Manager	Matthew.Towns@baltlife.com	7716	
CLAIMS		8:30 AM – 5:00 PM Mon.– Fri.	
Claim Inquiries	ClaimsFax@baltlife.com	8616	
Market Conduct Complaints	Teresa.Landon@baltlife.com	7654	866.879.9867
Teresa Landon, Manager	Teresa.Landon@baltlife.com	7654	
COMPENSATION			
Inquiries	comp@baltlife.com		
FRAUD/SPECIAL INVESTIGATIONS			
Zyvonne Adams, Manager	Zyvonne.Adams@baltlife.com	6674	410.581.6605