

How To Check On Carrier Contracting Status

Please allow 1-2 business days for initial contract requests made in SuranceBay to be processed, and an additional 1-2 business days for the contract actually to be submitted to the carriers.

During times of high contracting volume, it can take 1-2 business days longer.

Also, please allow every carrier two weeks (10 business days) to send out agent numbers/welcome information.

Please note that some will take more time, and some will take less time.

If an agent hasn't heard from a particular carrier after that time and has checked their Spam/Junk folder for welcome emails, the agent can call the carrier directly to find out the contract status.

The agent is also free to call a carrier to check on a contract before the two-week time period is over as well.

Below are the phone numbers for the most commonly used carriers.

If after 10 business days a carrier tells an agent they haven't received their contract request, please let David know and we can resubmit the contracting paperwork.

American Amicable – 1-800-736-7311
Aetna – 1-866-272-6630
AIG/American General – 1-855-358-8694
Americo – 1-800-231-0801
Assurant – 1-800-742-7021
Assurity – 1-800-276-7619
Athene – 1-888-266-8489
Foresters – 1-866-466-7166
Gerber – 1-800-428-4947
Great Western – 1-866-252-5594
Liberty Bankers Life – 1-800-731-4300
Mutual Of Omaha – 1-800-867-6873
NLG/National Life Group – 1-800-906-3310
Oxford – 1-800-308-2318
Prosperity – 1-866-380-6413
Royal Neighbors Of America – 1-800-770-4561
Security National Life – 1-855-765-4765

Sentinel – 1-800-247-1423

Standard Life And Casualty– 1-800-327-0695

Transamerican – 1-877-454-4768

Trinity Life/Family Benefit – 1-866-211-0811

United Home Life – 1-800-428-3001