

Agent Contracting

Hours:

M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630

Fax (Trailing Documents): (855) 571-3847
Fax (New Agent Documents): (866) 618-4993

(change requests/additional documentation)

Email: aetssiinformation@aetna.com

Aetna Senior Supplemental Insurance

c/o Contracting

1021 Reams Fleming Blvd

Franklin, TN 37064

- State appointments

- LIMRA certifications
- Name changes
- Address/email changes
- Commission advance requests

Commissions

Hours:

M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630 **Fax**: (855) 816-4835

Email**: AetSSICommissions@aetna.com

Debt management:

aetssidebtmanagement@aetna.com

Assignment of compensation:

aetssicommassignments@aetna.com

- Commission questions
- Commission statements
- EFT requests for commissions
- 1099 forms

Aetna Senior Supplemental Insurance

c/o Commissions

1021 Reams Fleming Blvd

Franklin, TN 37064

Agent Services (Sales)

Hours:

M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630 **Fax**: (855) 690-0893

Email**: AetSSlinformation@aetna.com

Aetna Senior Supplemental Insurance

c/o Agent Services 1021 Reams Fleming Blvd Franklin, TN 37064

- Sales supplies
- Rates
- Product training
- Webinar reservations
- Commission advancing requests
- Aetna Quote & Enroll/E-App support
- Contracting documents
- Commission schedules

Agent Website Technical Support

Hours:

M-F 8:00 AM-5:00 PM CT

www.AetnaSeniorProducts.com

(Website available 24 hours)

For technical assistance

(including registering your username and password):

Phone: (800) 587-5139

Email**: AetSSIWebAssist@aetna.com

- Online registration
- Password resets
- Login assistance

Claims

Hours:

M-F 7:00 AM-5:00 PM CT

Medicare Supplement

Phone (Agent): (866) 272-6630

Phone (Policyholders): (800) 264-4000

Fax: (855) 482-7876

Email**:

ClaimsMemberInquiries@aetna.com

(insert name of underwriting company)

P.O. Box 14770

Lexington, KY 40512-4770

Final Expense

ACC/CLI Protection Series

Phone: (800) 416-8377 M-Th 8:00 AM-5:00 PM CT F 8:00 AM-2:30 PM CT **Fax**: (855) 656-2046

Fax. (655) 656-2046

Email**: Aetna-CustService@life-insurers.com

Accendo Insurance Company

P.O. Box 323

Brownwood, TX 76804

ACI/CLI

Phone (Agent): (866) 272-6630

Phone (Policyholders): (800) 264-4000

Fax: (855) 829-4026

Email**: AetSSILIFE-Claims@aetna.com

ACI/CLI Final Expense P.O. Box 680579

Franklin, TN 37068-9923

CGFLP03588 012524

^{*}All products underwritten by American Continental Insurance Company (ACI), Continental Life Insurance Company of Brentwood,

Tennessee (CLI), both Aetna companies. Medicare Supplement underwritten by Aetna Health Insurance Company (AHIC), Aetna Health and Life Insurance Company (AHIC), both Aetna companies, and Accendo Insurance Company (ACC), Part of the CVS Health® family of companies and Aetna affiliate.

^{**}Do not use email to send applicant or policyholder information unless it is encrypted. It is possible that your e-mail communication may be accessed or viewed inappropriately by another Internet user while in transit to us. You can send information securely via **AetnaSeniorProducts.com**.



New Business Support

Hours:

M-F 7:30 AM-5:00 PM CT

Make all checks payable to the appropriate underwriting company

Medicare Supplement

Phone (Agent): (866) 272-6630

Phone (Policyholders): (800) 264-4000

Fax: (877) 380-2777

Email**: AetSSINewBusiness@aetna.com (Note: We do not accept applications via email)

Mail new apps paying by check to:

Aetna Senior Supplemental Insurance P.O. Box 14399

Lexington, KY 40512-9700

If sending by courier:

Conduent

Attn: Aetna Senior Supplemental Insurance

2432 Fortune Drive Lexington, KY 40509

Final Expense

Phone (Agent): (866) 272-6630

Phone (Policyholders): (800) 264-4000 Email**: AetSSINewBusiness@aetna.com (Note: We do not accept applications via email)

Mail check and Final Expense payment form to:

(do not include the application)

Aetna Senior Supplemental Insurance

P.O. Box 14399

Lexington, KY 40512-9700

If sending by courier:

Conduent Attention:

Attn: Aetna Senior Supplemental Insurance

2432 Fortune Drive Lexington, KY 40509

Underwriting

Hours:

M-F 8:00 AM-5:00 PM CT

Medicare Supplement

Phone (Agent): (866) 272-6630

Phone (Policyholders): (800) 264-4000

Fax: (855) 411-9633

Email**: AetSSIUnderwriting@aetna.com

Final Expense

Phone (Agent): (866) 272-6630

Phone (Policyholders): (800) 264-4000

Fax: (877) 302-3304

Email**: AetSSIUnderwriting@aetna.com

Available to answer questions about health conditions or decline information only. For the status of pending applications, contact New Business Support.

Case Management

Hours:

M-F 7:30 AM-5:00 PM CT

Medicare Supplement

Fax: (855) 447-0391

Fax only documents that a case manager specifically requests

Final Expense

Fax: (855) 447-0391

Policyholder Services

Hours:

M-F 7:00 AM-7:00 PM CT

ACI/CLI Final Expense Hours:

M-F 7:00 AM-7:00 PM CT

Make check payable to

underwriting company

Reference policyholder name and policy number

the appropriate

on all checks and

correspondence

ONLY

Mailing address for RENEWAL PREMIUMS

Medicare Supplement

Phone (Agents): (866) 272-6630

(TTY/TDD: 711)

Phone (Policyholders): (800) 264-4000

Fax: (855) 291-0553

Email**: AetSSIPHS@aetna.com

Send list bill payments to:

P.O. Box 3100 Frisco, TX 75034

Final Expense

ACC/CLI Protection Series

Phone: (800) 416-8377 M-TH 8 AM-5 PM CT F - 8 AM-2:30 PM CT Fax: (855) 656-2046

Email**: Aetna-CustService@life-insurers.com

Phone (Agent): (866) 272-6630 (TTY/TDD: 711)

Phone (Policyholders): (800) 264-4000

Fax: (855) 291-0553

Email**: AetSSIPHS@aetna.com

ACI

c/o Bank of America **Lockbox Services**

P.O. Box 281067 Atlanta, GA 30384-1067

CLI

For policies processed after 6/2010

c/o Bank of America **Lockbox Services**

P.O. Box 742179 Atlanta, GA 30374-2179

ACI

Accendo Insurance Company

P.O. Box 936852 Atlanta, GA 31193-6852

CLI

c/o Bank of America **Lockbox Services**

P.O. Box 281067 Atlanta, GA 30384-1067

AHLIC

Aetna Health and Life Insurance Company

P.O. Box 742448 Atlanta, GA 30374-2104

GLAIC/GLIC

Medicare Supplement

Premiums

P.O. Box 741803 Atlanta, GA 30374-1803

CLI

Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 742179 Atlanta, GA 30374-2179

CLI Protection Series

Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 936846 Atlanta, GA 31193-6846

ACC/AHIC All other policyholder correspondence

Aetna Senior Supplemental Insurance

P.O. Box 14770 Lexington, KY 40512-4770

Aetna Senior Supplemental Insurance

ACI/CLI All other policyholder correspondence

P.O. Box 14770 Lexinaton, KY 40512-4770

012524 CGFLP03588



Dental, Vision and Hearing

Policyholder services Hours:

M-F 7:00 AM-7:00 PM CT

Phone (Agents): (866) 272-6630 **Phone (Policyholder):** (800) 264-4000

Claims

Hours:

M-F 7:00 AM-5:00 PM CT

Phone (Agents): (866) 272-6630

Phone (Policyholders): (800) 264-4000

Fax: (972) 335-1349

Email:**: AetnaClaims@careington.com

Address: P.O. Box 21681

Eagan, MN 55121

All other CLI complementary products

New Business

Hours:

M-F 7:30 AM-5:00 PM CT

Make all checks payable to the appropriate underwriting company **Phone (Agents)**: (866) 272-6630 **Phone (Policyholder)**: (800) 264-4000

Fax: (877) 380-2777

Email**: AetSSINewBusiness@aetna.com (Note: We do not accept applications via email)

Mail check to:

Aetna Senior Supplemental Insurance P.O. Box 14399

Lexington, KY 40512-9700

If sending by courier:

Conduent

Attention: Aetna Senior Supplemental Insurance

2432 Fortune Drive Lexington, KY 40509

Underwriting

Hours:

M-F 8:00 AM-5:00 PM CT

Phone (Agents): (866) 272-6630

Phone (Policyholder): (800) 264-4000

Fax: (855) 411-9633 Email**: AetSSIUnderwriting@aetna.com Available to answer questions about **health conditions or decline information only**. For the status of pending applications, contact

New Business Support.

Case Management

Hours:

M-F 7:00 AM-5:00 PM CT

Fax: (855) 447-0391

When requested, fax outstanding documents

needed for policy issue.

Policyholder Services
Hours:

M-F 7:00 AM-7:00 PM CT

Make check payable to the appropriate underwriting company

Reference policyholder name and policy number on all checks and correspondence Phone (Agents): (866) 272-6630

(TTY/TDD:711)

Phone (Policyholder): (800) 264-4000

Fax: (855) 829-4026

Email**: AetSSIPHS@aetna.com

Cancer Plus policies processed after 6/16/2013

All other complementary policies processed after 10/27/13

For all policies processed prior to these dates:

Mailing address for **RENEWAL PREMIUMS ONLY**:

Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 742179 Atlanta, GA 30374-2179 Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 742179 Atlanta, GA 30374-2179 Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 791369 Baltimore, MD 21279-1369

Send all other policyholder correspondence to:

Continental Life Insurance Company of Brentwood, Tennessee P.O. Box 14862

Lexington, KY 40512

Claims Hours:

M-F 7:00 AM-5:00 PM CT

Phone (Agents): (866) 272-6630 **Phone (Policyholder)**: (800) 264-4000

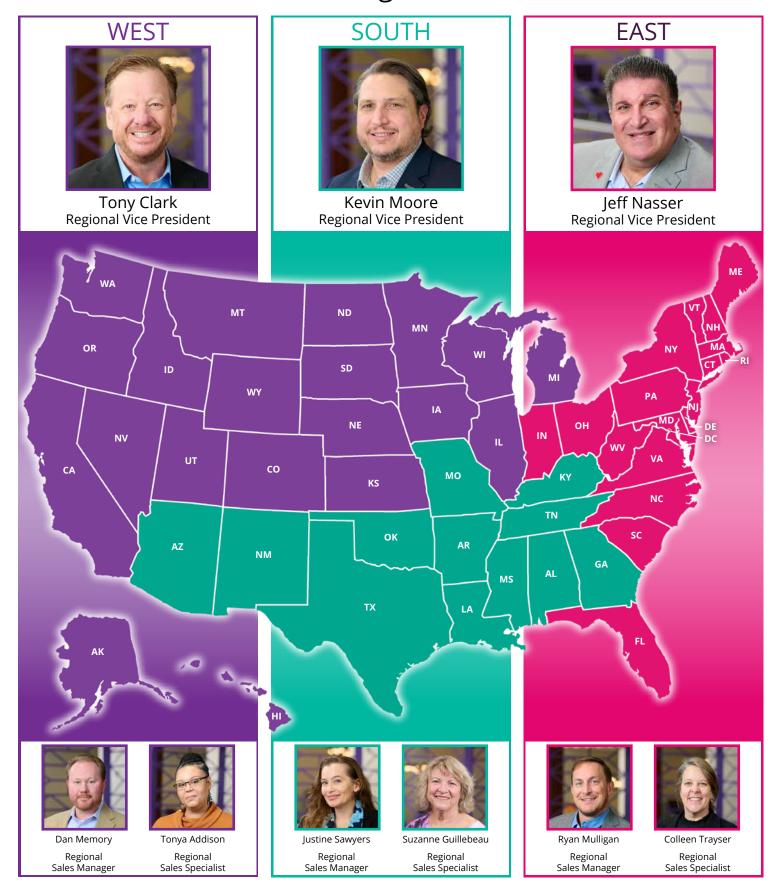
Fax: (855) 829-4026

Email**: AetSSICOMP-Claims@aetna.com

Aetna Senior Supplemental Insurance

P.O. Box 14862 Lexington, KY 40512

Aetna Senior Supplemental Insurance Sales management team







Steve Patton
Executive Director,
Head of Sales
Steven.Patton@aetna.com
615-796-3334

Jennifer Henson
Executive Director,
Sales
HensonJ1@aetna.com
615-504-1833



WEST			
AK, CA, CO, HI, IA, ID, IL, KS, MI, MN, MT, ND, NE, NV, OR, SD, UT, WA, WI, WY	Regional Vice President	Tony Clark	Tony.Clark@aetna.com 804-381-1068
	Regional Sales Manager	Dan Memory	MemoryD@aetna.com 224-813-2260
	Regional Sales Specialist	Tonya Addison	AddisonT@aetna.com 615-513-0439
SOUTH			
AL, AR, AZ, GA, KY, LA, MO, MS, NM, OK, TN, TX	Regional Vice President	Kevin Moore	MooreK7@aetna.com 615-927-1089
	Regional Sales Manager	Justine Sawyers	SawyersJ@aetna.com 214-789-4284
	Regional Sales Specialist	Suzanne Guillebeau	GuillebeauS@aetna.com 959-299-4655
EAST			
CT, DC, DE, FL, IN, MA, MD, ME, NC, NH, NJ, NY, OH, PA, RI, SC, VA, VT, WV	Regional Vice President	Jeff Nasser	NasserJ@aetna.com 317-910-2830
	Regional Sales Manager	Ryan Mulligan	MulliganR@aetna.com 407-713-4588
	Regional Sales Specialist	Colleen Trayser	TrayserC2@aetna.com 615-807-7517

Agent services team

866-272-6630

Aetna Health and Life Insurance Company
Aetna Health Insurance Company
American Continental Insurance Company
Continental Life Insurance Company of Brentwood, Tennessee

Accendo Insurance Company

Part of the CVS Health® family of companies and Aetna affiliate Policy administered by Aetna Life Insurance Company and its affiliates

For product availability, go to AetnaSeniorProducts.com