

QUESTIONS ABOUT	DEPARTMENT	CONTACT INFORMATION
Agent Licensing Agent State Appointments	Agent Licensing	AgentLicensing@torchmarkcorp.com Fax: 972-569-3735
Policy Status Policy Owner Reinstatement General Questions	Customer Service	ZZ_CustServ@familyheritagelife.com or Contact@familyheritagelife.com Manager: Dana Vance 440-922-5222
Claim Status Benefits	Claims Department	WebCL@familyheritagelife.com (Email for questions only, NO documents accepted) Manager: Ruth Campanelli 440-922-5152
Commission or Advance Commission Deposit Commission Changes	Commissions Accounting	FHLCommissions@torchmarkcorp.com Fax: 469-525-4287
Awards and Incentives Production Credit	Sales Support	FHLSalesSupport@familyheritagelife.com Supervisor: Allison Creary-Cornelius Phone: 440-922-5252 * 1
Travel FHL meetings	Torchmark Travel	Meetings@torchmarkcorp.com Phone: 972-569-3677
New Business Pended Applications Group Business	Underwriting	Webuw@familyheritagelife.com Manager: Dana Vance Phone: 440-922-5222
Advertising Compliance U.S. Patriot Act	Compliance	Zz_compliance@familyheritagelife.com Manager: Kevin Wicktora Phone: 440-922-5134
Agent Supplies	Customer Service	Agent supplies: www.familyheritagelife.com Phone: 440-922-5222
Recruiting Questions	Recruiting	Renee.jones@familyheritagelife.com Administrator: Renee Jones Phone: 972-569-3250
Recruiting Supplies	Recruiting	Submit your recruiting supply order form to: FHLRecruitingSupplies@familyheritagelife.com

Sales Academy Attendees	Sales Academy	FHLSalesAcademy@FamilyHeritageLife.com Coordinator: Michelle Foster Phone: 469-617-4922
FHLA and General Meeting Questions	Family Heritage Leadership Academy	Tracey.Bell@familyheritagelife.com Administrator: Tracey Bell
Mobile Sales App	Mobile Support Help	FHLMobileSupport@familyheritagelife.com Phone: 1-888-800-6490
F.I.T.	Fundamental Interactive Training	FITSupport@roundtablelearning.com Phone: 1-855-220-8500