

Frequently Asked Questions (FAQs) for Who to Contact to Keep Business Moving



UNDERWRITING

Where do I find the name of the underwriter assigned to my case?

Once a case is in pending status, you can login to the ProducerBay website and the underwriter will be noted.

May I call an underwriter directly?

Yes. If the call goes to voicemail, leave a message and your call will be returned within the same business day if received by 3 p.m. or the next day if after 3 p.m.

How can I get clarification if I don't understand why my case is table rated or declined?

Send an email to your underwriter who will respond with the details no later than the next business day. If there is a particular time that works best for you, state that in the email.

How do I respond when I have an answer to an Underwriting Information Request on ProducerBay?

The most effective mechanism is to either upload supporting documents or send a note of explanation on the ProducerBay site. If you still need clarification about the question, contact your New Business Team.

Should I send my documents directly to the underwriter to speed things up? It is actually faster to email the requirements to the LYNLIBRA@PacificLife.com where they will be matched to the file.

NEW BUSINESS

When should I contact New Business instead of underwriting?

- For a quote to determine what premium is needed for a lower face amount on a table-rated case
- For the lab values on a case
- If you need a case rushed to accommodate the schedule for your client or office
- To ask a replacement question (*Note: in some instances we may have a replacement specialist contact you*)
- For more information on a form that was requested

CLAIMS

Who should I contact for a case with a claim? Contact the New Business team at (833) 542-7275.

SALES

Who should I contact if I can't find a form on the website? Contact the Sales Desk at (844) 238-4872, Option 3 or email LynInternalSales@PacificLife.com.