



### Primary Phone Contacts

#### 888-501-4043, option:

1. Login Assistance
2. Case and Agent status
3. Software support
4. Life Product Support
5. Annuity Product Support
6. Supply Orders

#### Marketing Field Support Center | Call for your PRE-sales needs.

IMG's Marketing Field Support Center is your first point of contact for all your **pre-sale business** needs including: products, new agent appointment, commissions, ExpertOffice support, quotes, illustration software, new business status, and supply orders.

Monday - Friday: 8:00 am – 4:30 pm (Central)

#### 800-899-6806

Customer Service

#### 866-490-3163

Customer Service for NY

#### Life and Annuity Call Centers | Call for your POST-sales needs.

Need to talk to someone about inforce business? American National's Life and Annuity Call Centers are your contacts for **post-sale business** needs including: billing inquiries, policy service, and changes. **This can be used by consumers and agents.**

Monday - Friday: 7:00 am – 6:00 pm (Central)

### New Business Mailing Addresses

#### Mailing Addresses

##### Life New Business

PO Box 3297  
Springfield, MO 65808-3297

##### Life New Business – New York

PO Box 4408  
Springfield, MO 65808-4408

##### Annuity New Business

PO Box 10427  
Springfield, MO 65808-0427

##### Annuity New Business – New York

PO Box 4408  
Springfield, MO 65808-4408

#### Overnight Addresses

##### Life New Business

1949 E. Sunshine Street  
Springfield, MO 65899

##### Life New Business – New York

1949 E. Sunshine Street  
Springfield, MO 65899

##### Annuity New Business

1949 E. Sunshine Street  
Springfield, MO 65899

##### Annuity New Business – New York

1949 E. Sunshine Street  
Springfield, MO 65899

### Other Contacts

#### 888-909-6504

#### Pension Sales and Marketing

Contact Pension Sales for information and questions about Pension and Retirement Sales for Small Businesses. This team provides sales support, marketing materials, proposals, and general sales support.

**Mailing address:** Attn: Pension Sales | One Moody Plaza, 9th Floor | Galveston, TX 77550

**Email address:** pensionproposals@americannational.com

#### 888-504-2550 x5767

#### Advanced Sales & Marketing Development

Contact the advanced sale area for specialization on advanced cases and customized digital marketing materials. **Email address:** IMGMarketingAds@americannational.com

#### 1-800-615-7372

#### Claims Website

#### Life and Annuity Claims (For consumers or agents)

Contact customer service for standard questions relating to Claims.

#### Email Contacts:

<b>Marketing</b>	Marketing Field Support	IMGFSC@AmericanNational.com
<b>Life</b>	IMG Team	IMGTeam@AmericanNational.com
	New York Team	NYTeam@AmericanNational.com
	IST Team	ISTTeam@AmericanNational.com
	Fedd Team	FeddTeam@AmericanNational.com
	Franchise Team	Franchise@AmericanNational.com
	BGA Team	BGATeam@AmericanNational.com
	Life Policy Changes	LNBPolicychangeteam@AmericanNational.com
<b>Annuity</b>	Annuity Services (New)	AnnuityServiceSNB@AmericanNational.com

#### Paramedical and Inspection Services

##### Setting up Exams:

800-635-1677 (APPS)  
800-872-3674 (EMSI)  
800-768-2056 (ExamOne)  
877-808-5533 (IMS)

##### Inspections \$1,000,000 and Over:

800-570-3477 (First Financial Underwriting Services)  
800-338-5629 (EMSI)  
800-753-0283 (EMSI - Fax)  
800-768-2056 (ExamOne)