

# Athene Life Contacts



**877-462-8992**

**Hours** 7:30 – 5:30 CST, Monday – Thursday  
7:30 – 5:00 CST, Friday

## AGENCY SERVICES

### Licensing and Contracting

Phone Number: (877) 462-8992, option 1, option 1  
Fax: (800) 262-6976  
Email Address: contracting@gafg.com

### Agent Debt collection

Agent Phone Number: (877) 462-8992, option 1, option 4  
Fax: (800) 262-6976  
Email Address: agentdebtcollection@gafg.com

### Compensation

Agent Phone Number: (877) 462-8992, option 1, option 2  
Fax: (800) 262-6976  
Email Address: commissions@gafg.com

## CUSTOMER SERVICE

### Customer Contact Center/Policyholder Services

Phone Number: (877) 462-8992 option 1, option 5, option 1  
Fax: (800) 262-6976  
Email: AskCustomerService@gafg.com

### Life Claims

Agent Phone Number: (877) 462-8992, option 1, option 5, option 3  
Fax: 866-543-4026

### Inforce Policy Service/Illustrations

Agent Phone Number: (877) 462-8992, option 1, option 5, option 2  
Fax: (866) 351-060  
Email Address: Inforceillustrations@gafg.com

### Waiver/Living Benefit Claims

Phone Number: (877) 462-8992  
Fax: 866-255-0835

## MAILING ADDRESSES

### Agency Services

#### Regular Mail

Athene Life  
PO Box 305030  
Nashville, TN 37230-5030

#### Overnight Mail

Athene Life  
100 Centerview Drive, Suite 100  
Nashville, TN 37214

### Life Claims

#### Regular Mail

Athene Life  
PO Box 637  
Jacksonville, IL 62651-0637

#### Overnight Mail

Athene Life  
1275 Sandusky Road  
Jacksonville, IL 62650

### Policyholder Services

#### Regular Mail

Athene Life  
PO Box 305027  
Nashville, TN 37230-50227

#### Overnight Mail

Athene Life  
100 Centerview Drive, Suite 100  
Nashville, TN 37214

### Waiver/Living Benefit Claims

#### Regular Mail

Athene Life  
PO Box 640  
Jacksonville, IL 62651-0640

#### Overnight Mail

Athene Life  
25800 Northwestern Hwy, Ste L30  
Southfield, MI 48075