

Handy Agent Guide

Agent Support Contact Guide



Agent Services Hotline: 1-888-394-0451

Monday - Friday, 8 AM - 5 PM CT

Web Assistance Prompt 1

For assistance registering on the portal or logging into the app.

Contracting Assistance Prompt 2

For questions regarding your contract and state appointments.

- U65 Health Market: palagentcontracting@neweralife.com
- Med Supp Market: agentcontracting@neweralife.com
- Annuity Market: agentcontracting@neweralife.com

Commission Assistance Prompt 3

For questions regarding commission statement and other commission information

- All Markets: commissions@neweralife.com

If your commission inquiry is regarding ACA and New Horizon Benefits contact commissions@newhorizonbenefits.com

Marketing, Product and Training Assistance Prompt 4

For questions regarding products, training and certifications.

- U65 Health Market: marketingU65@neweralife.com
- Med Supp Market: marketing@neweralife.com
- Annuity Market: marketing@neweralife.com

New Business and Underwriting Assistance Prompt 5

For questions regarding underwriting and your pending applications.

- U65 Health Market: healthunderwriting@neweralife.com
- Med Supp Market: msunderwriting@neweralife.com

Claims Assistance Prompt 6

For questions and assistance regarding your client's claims.

- U65 Health Market: agentclaimsupport@neweralife.com
- Med Supp Market: medicaresupplement@neweralife.com

Add Us to Your Contact List!

Add our U65 Health Agent Contact Card in 4 easy steps:

1. Scan the QR code
2. Tap *Add to Contacts*
3. Select *Create New Contact*
4. Save as **PAL U65 Health Agent Contact Card**

