

# Contact Information



EquiTrust Life Insurance Company®

## Agency Administration

Mon.-Thur. 8:00 AM – 5:00 PM | Fri. 8:00 AM – 4:00 PM (Central)

- Commissions
- Contracting/Appointments
  - Agents
  - Broker Dealers/IMOs
  - Pending Appointment Status
- Debt Management

**Phone:** 866-598-3692  
**Fax:** 515-226-5102  
**Email:** Agent.Administration@EquiTrust.com

## New Business

Mon.-Thur. 8:00 AM – 5:00 PM | Fri. 8:00 AM – 4:00 PM (Central)

- 1035 Exchanges
- Cash with Applications
- Direct Transfers
- Pending New Business Status

**Phone:** 866-598-3692  
**Fax:** 515-226-5103  
**Annuity Email:** New.Business@EquiTrust.com  
**Life Email:** Life.NewBusiness@EquiTrust.com

## Inforce Administration

Mon.-Thur. 8:00 AM – 5:00 PM | Fri. 8:00 AM – 4:00 PM (Central)

- Customer Call Center (Client/Rep)
- Withdrawals, Surrenders, etc
- Contract Provisions
- Tax Questions on Inforce Contracts
- Death Claims

**Phone:** 866-598-3692  
**Fax:** 515-226-5101  
**Email:** Customer.Service@EquiTrust.com

## Marketing

Mon.-Thur. 8:00 AM – 5:00 PM | Fri. 8:00 AM – 4:00 PM (Central)

- Sales Support
- Product Information
- Marketing Materials
- Advertising Review
- Compliance

**Annuity Phone:** 866-598-3694  
**Life Phone:** 800-811-9733  
**Fax:** 515-226-5104  
**Annuity Email:** Sales.Support@EquiTrust.com  
**Life Email:** LifeSales.Support@EquiTrust.com

### Mailing Address:

EquiTrust Life Insurance Company  
P.O. Box 14500  
Des Moines, IA 50306-3500

**Agent Website:** Agents.EquiTrust.com

### Overnight Address:

EquiTrust Life Insurance Company  
7100 Westown Pkwy Suite 200  
West Des Moines, IA 50266-2521

