

**Annuity Service Page**

People who purchased an annuity or are receiving payments from a structured settlement may need help with some of the following items:

1.   Setting up direct deposit for a bank account

2.   Getting a copy of a lost or misplaced annuity policy

3.  Changing an address

4.  Changing the bank account where they are receiving payments

5.  Reporting the death of someone receiving or set to receive payments from an annuity

6.  Changing a beneficiary

7.  Asking questions as to when payments will start or how they are set up

8.  Just have annuity questions in general

The following life insurance companies have well-trained customer service specialists who are there to help annuity holders. We have put together a list of companies that we work with, or have worked with in the past, and how to call their customer service associates.

Some companies have websites that allow you contact them via email and fax.  When possible, we have included those pages along with the phone numbers.



**AEGON**   
<http://www.aegonstructuredsettlements.com/>

800-866-0002



**Allstate Life Insurance Company**

800-840-3870/877-690-4092(FAX)



**American General Life Insurance Company**   
800-288-4088 ext 8006



**Aviva Life and Annuity Company** <http://atheneannuity.com/customerservice/service-forms/>

888-285-4332



**Canada Life**

800-879-8271

**Commonwealth Life**

(see AEGON)



**CNA/Continental Life**

877-633-5217



**First Colony Life Insurance Company**

(see Genworth)



**GE Capital Assurance Company**

800-432-6631



**Genworth Life**

800-432-6631



**Hartford Life Insurance Company**

800-678-2282



**Jackson National** <https://www.jackson.com/forms/FormsSearch.jsp?framework-guid=36005e009a8ddc2b479d01a500980077>

1 (877) 565-2968



**John Hancock Life Insurance Company (U.S.A.)**

866-275-5477 option 2



**Liberty Life Assurance Company**   
<https://www.liberty-life.com/omapps/ContentServer?c=Page&p=1037792383906&pagename=Life%2FPage%2FLifeFull&cid=1239998133941>

800-451-7065 option 2



**Metropolitan Life Insurance Company/MetLife Insurance Company** <https://www.metlife.com/institutional-retirement/brokers/torts-settlements/index.html#settlements>

800-427-9409



**MONY, Mutual of New York and AXA**

<https://us.axa.com/customer-service/overview.html>

(800) 487-6669



**New York Life Insurance Company** <https://www.nylss.com/ss/v/index.jsp?contentId=152703&vgnextoid=3458966ccf317310VgnVCM100000ac841cacRCRD&vgnextchannel=8d0e0a08b7e07310VgnVCM100000ac841cacRCRD>

212-576-6243



**Pacific Life Insurance Company/Pacific Life and Annuity**  
 (All cases pre 1/1/2012; NY cases after 1/1/2012) <http://ip.rsd.pacificlife.com/ssc/home/structured_settlementannuities.html>

888-728-5611



**Prudential Insurance Company of America** <http://www.retire.prudential.com/view/page/rs/16977>

888-778-8118



**SAFECO Life Insurance Company**

(see Symetra)



**Symetra Life Insurance Company** <http://www.symetra.com/About/Pages/Contact-Symetra.aspx>

800-796-3872



**Transamerica Life**

(see AEGON)