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RGA

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New Business Case Management

ROLE	NAME	PHONE	EMAIL
Relationship Case Manager (EAG)	Joanne Hering (B, J, K, L, M) Karen Pressley (F-G, Q-Z) Armoni Stroud (A, C, D, E, H, I, N, O, P)	704-540-3897 704-341-6454 704-341-6426	Joanne.Hering@equitable.com Karen.Pressley@equitable.com Armoni.Stroud@equitable.com
Relationship Case Manager (Retail)	Michele Peacock (A-F, H-J, N-O, Q, T-V, Y-Z) Karen Pressley (R) Joanne Hering (L-M) Michelle Massey (G, K, P, S, W, X)	704-341-6711 704-341-6454 704-540-3897 704-341-6347	Michele.Peacock@equitable.com Karen.Pressley@equitable.com Joanne.Hering@equitable.com Michelle.Massey@equitable.com
Relationship Case Manager (Concierge)	Jen Jaquin (E-J, M-N, U, Z) Jackie Brown (A-D, K, L, O-T, V-Y)	980-308-8916 704-341-6731	Jennifer.Jaquin@equitable.com Jacquelyn.Brown@equitable.com
Term Conversion RCM	Darlyn Tanquion	980-308-8734	Darlyn.Tanquion@equitable.com
Senior Manager – Concierge, EAG, Retail, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
Head of New Business	L. Michelle Kepler	219-384-1086	Michelle.Kepler@equitable.com

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Concierge Hotline:

800-833-3027

E-App Phone Line:

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Relationship Case Manager (EAG)	Armoni Stroud	704-341-6426	Armoni.Stroud@equitable.com
	Joanne Hering	704-540-3897	Joanne.Hering@equitable.com
Relationship Case Manager (Retail)	Karen Pressley: A-K,S	704-341-6454	Karen.Pressley@equitable.com
	Michele Peacock: L,M,N,O,P,Q,R,T,U,V,W,X,Y,Z	704-341-6711	Michele.Peacock@equitable.com
Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager – Concierge, EAG, Retail, Term Conversion	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
Head of New Business	L. Michelle Kepler	219-384-1086	Michelle.Kepler@equitable.com

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Relationship Case Manager (EAG/Retail)	Michele Peacock	704-341-6711	Michele.Peacock@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager – Concierge, EAG, Retail, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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Relationship Case Manager (EAG)	Armoni Stroud	704-341-6426	Armoni.Stroud@equitable.com
Relationship Case Manager (Retail)	Michelle Massey	704-341-6347	Michelle.Massey@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager – Concierge, EAG, Retail, Term Conversion	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
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Relationship Case Manager (EAG/Retail)	Joanne Hering	704-540-3897	Joanne.Hering@equitable.com
Relationship Case manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Darlyn Tanquion	980-308-8734	Darlyn.Tanquion@equitable.com
Senior Manager – Concierge, EAG, Retail, Term Conversion	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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Relationship Case Manager (EAG/Retail)	Connie Riggins	704-540-3996	Connie.Riggins@equitable.com
Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
Head of New Business	L. Michelle Kepler	219-384-1086	Michelle.Kepler@equitable.com

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Relationship Case Manager (EAG/Retail)	Connie Riggins	704-540-3996	Connie.Riggins@equitable.com
Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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Relationship Case Manager (EAG/Retail)	Deb Lowry	704-341-7002	Deborah.Lowry@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
Head of New Business	L. Michelle Kepler	219-384-1086	Michelle.Kepler@equitable.com

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Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
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Relationship Case Manager (EAG/Retail)	Deb Lowry	704-341-7002	Deborah.Lowry@equitable.com
Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Darlyn Tanquion	980-308-8734	Darlyn.Tanquion@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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Relationship Case Manager	Deb Lowry	704-341-7002	Deborah.Lowry@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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Relationship Case Manager (EAG/Retail)	Jenny Price	315-477-2351	Jenny.Price@equitable.com
Relationship Case Manager (Concierge)	Jen Jaquin	980-308-8916	Jennifer.Jaquin@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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Relationship Case Manager (Concierge)	Jen Jaquin	980-308-8916	Jennifer.Jaquin@equitable.com
Term Conversion RCM	Darlyn Tanquion	980-308-8734	Darlyn.Tanquion@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
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Relationship Case Manager (EAG/Retail)	Juddith Bishop	980-495-7933	Juddith.Bishop@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
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Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
Head of New Business	L. Michelle Kepler	219-384-1086	Michelle.Kepler@equitable.com

Important Submission Information

<p>Retail Phone Number: 800-888-9763</p> <p>Concierge Hotline: 800-833-3027</p> <p>E-App Phone Line: 855-606-6452, Option 3</p>	<p>FASTEST Submission: Upload to Life New Biz Connect</p> <p><i>Login to equitable.com to access</i></p>	<p>Document Management Center: DMC Underwriting Reqts@equitable.com</p> <p><i>Apps, Requirements, Delivery Requirements</i></p>	<p>Mailing Address</p> <p><i>Regular:</i> P.O. Box 1047 Charlotte, NC 28201</p> <p><i>Overnight:</i> 8501 IBM Drive, Suite 150 Charlotte, NC 28262</p>
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New Business Case Management

ROLE	NAME	PHONE	EMAIL
Relationship Case Manager (EAG/Retail)	Juddith Bishop	980-495-7933	Juddith.Bishop@equitable.com
Relationship Case Manager (Concierge)	Jen Jaquin	980-308-8916	Jennifer.Jaquin@equitable.com
Term Conversion RCM	Darlyn Tanquion	980-308-8734	Darlyn.Tanquion@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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ROLE	NAME	PHONE	EMAIL
Relationship Case Manager (EAG/Retail)	Juddith Bishop	980-495-7933	Juddith.Bishop@equitable.com
Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Darlyn Tanquion	980-308-8734	Darlyn.Tanquion@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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ROLE	NAME	PHONE	EMAIL
Relationship Case Manager (EAG/Retail)	Jenny Price	315-477-2351	Jenny.Price@equitable.com
Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Darlyn Tanquion	980-308-8734	Darlyn.Tanquion@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
Head of New Business	L. Michelle Kepler	219-384-1086	Michelle.Kepler@equitable.com

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Relationship Case Manager (EAG/Retail)	Connie Riggins	704-540-3996	Connie.Riggins@equitable.com
Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
Head of New Business	L. Michelle Kepler	219-384-1086	Michelle.Kepler@equitable.com

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Relationship Case Manager (EAG/Retail)	Deb Watts	704-341-6626	Debra.Watts@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Darlyn Tanquion	980-308-8734	Darlyn.Tanquion@equitable.com
Senior Manager – (EAG/Retail)	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
Head of New Business	L. Michelle Kepler	219-384-1086	Michelle.Kepler@equitable.com

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Relationship Case Manager (EAG/Retail)	Deb Watts	704-341-6626	Debra.Watts@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Darlyn Tanquion	980-308-8734	Darlyn.Tanquion@equitable.com
Senior Manager – (EAG/Retail)	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
Head of New Business	L. Michelle Kepler	219-384-1086	Michelle.Kepler@equitable.com

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Relationship Case Manager (EAG/Retail)	Deb Watts	704-341-6626	Debra.Watts@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Darlyn Tanquion	980-308-8734	Darlyn.Tanquion@equitable.com
Senior Manager – (EAG/Retail)	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
Senior Manager – Concierge, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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New Business Case Management

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Relationship Case Manager (EAG)	Allison McDonald	980-308-8361	Allison.McDonald@equitable.com
Relationship Case Manager (Retail)	Loretta Bridenhagen	704-341-6046	Loretta.Bridenhagen@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager – Concierge, EAG, Retail, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
Head of New Business	L. Michelle Kepler	219-384-1086	Michelle.Kepler@equitable.com

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ROLE	NAME	PHONE	EMAIL
Relationship Case Manager (EAG/Retail)	Loretta Bridenhagen	704-341-6046	Loretta.Bridenhagen@equitable.com
Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager – Concierge, EAG, Retail, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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Relationship Case Manager (Retail/EAG)	Loretta Bridenhagen	704-341-6046	Loretta.Bridenhagen@equitable.com
Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
Senior Manager – Concierge, EAG, Retail, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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Relationship Case Manager (EAG/Retail)	Loretta Bridenhagen	704-341-6046	Loretta.Bridenhagen@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
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Relationship Case Manager (EAG/Retail)	Allison McDonald	980-308-8361	Allison.McDonald@equitable.com
Relationship Case Manager (Concierge)	Jackie Brown	704-341-6731	Jacquelyn.Brown@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
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ROLE	NAME	PHONE	EMAIL
Relationship Case Manager (Retail)	Loretta Bridenhagen (A-N) Allison McDonald (O-Z)	704-341-6046 980-308-8361	Loretta.Bridenhagen@equitable.com Allison.McDonald@equitable.com
Relationship Case Manager (EAG)	Loretta Bridenhagen	704-341-6046	Loretta.Bridenhagen@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Erika Acena	980-308-8898	Erika.Acena@equitable.com
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Term Team

ROLE	NAME	PHONE	EMAIL
Underwriters	Jeremy Buckley	(860) 409-1322	Jeremy.Buckley@equitable.com
	Carla Carino	(860) 409-1341	Carla.Carino@equitable.com
	Carol Cyr	(860) 409-1417	Carol.Cyr@equitable.com
	Gabe Delgado	(704) 341-6510	Gabriel.Delgado@equitable.com
	Adam Edelen	(704) 341-6490	Adam.Edelen@equitable.com
	Matthew Kinney	(704) 341-6504	Matthew.Kinney@equitable.com
	Tonya Shine	(704) 341-6695	Tonya.Shine@equitable.com
	Carrie Travieso	(315) 477-2186	Carrie.Travieso@equitable.com
	John Wray	(980) 495-7920	John.Wray@equitable.com
Case Manager	Misty Klock	(704) 540-3981	Misty.Warden@equitable.com
	Sabrina Evans	(704) 341-6697	Sabrina.Evans@equitable.com
	Rachelle McCullough	(704) 341-6812	Rachelle.McCullough@equitable.com
	Gale Patterson	(980) 308-8738	Gale.Patterson@equitable.com
Manager - Underwriting Support Services	Roger Myers	(704) 341-6272	Roger.Myers@equitable.com
Managing Chief Underwriter	Brenda Armington	(860) 409-1482	Brenda.Armington@equitable.com
Managing Chief Underwriter	Marsha Johnson	(704) 341-6817	Marsha.Johnson2@equitable.com
UW VP Sup Operations	Scott Sibley	(636) 736-5502	ssibley@rgare.com

RGV TERM TEAM

ROLE	NAME	PHONE	EMAIL
Underwriters	Jeremy Buckley	(860) 409-1322	Jeremy.Buckley@equitable.com
	Carla Carino	(860) 409-1341	Carla.Carino@equitable.com
	Carol Cyr	(860) 409-1417	Carol.Cyr@equitable.com
	Gabe Delgado	(704) 341-6510	Gabriel.Delgado@equitable.com
	Adam Edelen	(704) 341-6490	Adam.Edelen@equitable.com
	Matthew Kinney	(704) 341-6504	Matthew.Kinney@equitable.com
	Tonya Shine	(704) 341-6695	Tonya.Shine@equitable.com
	Carrie Travieso	(315) 477-2186	Carrie.Travieso@equitable.com
	John Wray	(980) 495-7920	John.Wray@equitable.com
Managing Chief Underwriter	Marsha Johnson	(704) 341-6817	Marsha.Johnson2@equitable.com



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Northern Complex

CIN, CVN, PSR, SWM, WLS

NAME	PHONE	EMAIL
Amy Almeida	(980) 308-8777	Amy.Almeida@equitable.com
Patty Kruse	(980) 308-8776	Patty.Kruse@equitable.com
Marie Washington	(704) 341-6880	Marie.Washington@equitable.com
Jeanette Winters	(704) 341-6406	Jeanette.Winters@equitable.com
Randy Urda	(980) 308-8852	Randy.Urda@equitable.com
Makenna Horkan	(704) 341-6508	Makenna.Horkan@equitable.com

CONCIERGE

CUSTOMERS	NAME	PHONE	EMAIL
COIL, FARMERS, IUP, LIFE LEADERS	Lisa Baxter	(704) 341-6006	Lisa.Baxter@equitable.com
	Tammy Nixon	(980) 308-8845	Tammy.Nixon@equitable.com
	Jordan Herrera	(980) 495-7944	Jordan.Herrera@equitable.com
	Suzanne Marshall	(704) 341-6567	Suzanne.Marshall@equitable.com



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GNY CT Complex MNB

NAME	PHONE	EMAIL
Amy Almeida	(980) 308-8777	Amy.Almeida@equitable.com
Patty Kruse	(980) 308-8776	Patty.Kruse@equitable.com
Marie Washington	(704) 341-6880	Marie.Washington@equitable.com
Jeanette Winters	(704) 341-6406	Jeanette.Winters@equitable.com
Randy Urda	(980) 308-8852	Randy.Urda@equitable.com
Makenna Horkan	(704) 341-6508	Makenna.Horkan@equitable.com

CONCIERGE

CUSTOMERS	NAME	PHONE	EMAIL
COIL, FARMERS, IUP, LIFE LEADERS	Lisa Baxter	(704) 341-6006	Lisa.Baxter@equitable.com
	Tammy Nixon	(980) 308-8845	Tammy.Nixon@equitable.com
	Jordan Herrera	(980) 495-7944	Jordan.Herrera@equitable.com
	Suzanne Marshall	(704) 341-6567	Suzanne.Marshall@equitable.com



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Mid-Atlantic Complex

MVA, PPA, BLT, TAR

NAME	PHONE	EMAIL
Amy Almeida	(980) 308-8777	Amy.Almeida@equitable.com
Patty Kruse	(980) 308-8776	Patty.Kruse@equitable.com
Marie Washington	(704) 341-6880	Marie.Washington@equitable.com
Jeanette Winters	(704) 341-6406	Jeanette.Winters@equitable.com
Randy Urda	(980) 308-8852	Randy.Urda@equitable.com
Makenna Horkan	(704) 341-6508	Makenna.Horkan@equitable.com

CONCIERGE

CUSTOMERS	NAME	PHONE	EMAIL
COIL, FARMERS, IUP, LIFE LEADERS	Lisa Baxter	(704) 341-6006	Lisa.Baxter@equitable.com
	Tammy Nixon	(980) 308-8845	Tammy.Nixon@equitable.com
	Jordan Herrera	(980) 495-7944	Jordan.Herrera@equitable.com
	Suzanne Marshall	(704) 341-6567	Suzanne.Marshall@equitable.com



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Pacific Complex

SFA, SEC, LAM, PXB, ASO

NAME	PHONE	EMAIL
Michael Queen	(704) 341-6612	Michael.Queen@equitable.com
Allen Glende	(704) 341-6060	Allen.Glende@equitable.com
Kelly Czarnecki	(704) 341-6336	Kelly.Czarnecki@equitable.com
Judith Gregory	(704) 341-6002	Judith.Gregory@equitable.com
Cylia Williams	(704) 341-6511	Cylia.Williams@equitable.com

CONCIERGE

CUSTOMERS	NAME	PHONE	EMAIL
COIL, FARMERS, IUP, LIFE LEADERS	Lisa Baxter	(704) 341-6006	Lisa.Baxter@equitable.com
	Tammy Nixon	(980) 308-8845	Tammy.Nixon@equitable.com
	Jordan Herrera	(980) 495-7944	Jordan.Herrera@equitable.com
	Suzanne Marshall	(704) 341-6567	Suzanne.Marshall@equitable.com



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Central Mountain Complex

KSM, DEN, NTM, GCT, SGC

NAME	PHONE	EMAIL
Michael Queen	(704) 341-6612	Michael.Queen@equitable.com
Allen Glende	(704) 341-6060	Allen.Glende@equitable.com
Kelly Czarnecki	(704) 341-6336	Kelly.Czarnecki@equitable.com
Judith Gregory	(704) 341-6002	Judith.Gregory@equitable.com
Cylia Williams	(704) 341-6511	Cylia.Williams@equitable.com

CONCIERGE

CUSTOMERS	NAME	PHONE	EMAIL
COIL, FARMERS, IUP, LIFE LEADERS	Lisa Baxter	(704) 341-6006	Lisa.Baxter@equitable.com
	Tammy Nixon	(980) 308-8845	Tammy.Nixon@equitable.com
	Jordan Herrera	(980) 495-7944	Jordan.Herrera@equitable.com
	Suzanne Marshall	(704) 341-6567	Suzanne.Marshall@equitable.com



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Central Complex

ARB, CHO, SPL, MIW

NAME	PHONE	EMAIL
Michael Queen	(704) 341-6612	Michael.Queen@equitable.com
Allen Glende	(704) 341-6060	Allen.Glende@equitable.com
Kelly Czarnecki	(704) 341-6336	Kelly.Czarnecki@equitable.com
Judith Gregory	(704) 341-6002	Judith.Gregory@equitable.com
Cylia Williams	(704) 341-6511	Cylia.Williams@equitable.com

CONCIERGE

CUSTOMERS	NAME	PHONE	EMAIL
COIL, FARMERS, IUP, LIFE LEADERS	Lisa Baxter	(704) 341-6006	Lisa.Baxter@equitable.com
	Tammy Nixon	(980) 308-8845	Tammy.Nixon@equitable.com
	Jordan Herrera	(980) 495-7944	Jordan.Herrera@equitable.com
	Suzanne Marshall	(704) 341-6567	Suzanne.Marshall@equitable.com



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Southeast Complex

CTN, LAD, JXL, MIM, TPA, SJN, NSH

NAME	PHONE	EMAIL
Michael Queen	(704) 341-6612	Michael.Queen@equitable.com
Allen Glende	(704) 341-6060	Allen.Glende@equitable.com
Kelly Czarnecki	(704) 341-6336	Kelly.Czarnecki@equitable.com
Judith Gregory	(704) 341-6002	Judith.Gregory@equitable.com
Cylia Williams	(704) 341-6511	Cylia.Williams@equitable.com

CONCIERGE

CUSTOMERS	NAME	PHONE	EMAIL
COIL, FARMERS, IUP, LIFE LEADERS	Lisa Baxter	(704) 341-6006	Lisa.Baxter@equitable.com
	Tammy Nixon	(980) 308-8845	Tammy.Nixon@equitable.com
	Jordan Herrera	(980) 495-7944	Jordan.Herrera@equitable.com
	Suzanne Marshall	(704) 341-6567	Suzanne.Marshall@equitable.com



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RGA TERM TEAM

ROLE	NAME	PHONE	EMAIL
Underwriters	Jeremy Buckley	(860) 409-1322	Jeremy.Buckley@equitable.com
	Carla Carino	(860) 409-1341	Carla.Carino@equitable.com
	Carol Cyr	(860) 409-1417	Carol.Cyr@equitable.com
	Gabe Delgado	(704) 341-6510	Gabriel.Delgado@equitable.com
	Adam Edelen	(704) 341-6490	Adam.Edelen@equitable.com
	Matthew Kinney	(704) 341-6504	Matthew.Kinney@equitable.com
	Tonya Shine	(704) 341-6695	Tonya.Shine@equitable.com
	Carrie Travieso	(315) 477-2186	Carrie.Travieso@equitable.com
John Wray	(980) 495-7920	John.Wray@equitable.com	
Managing Chief Underwriter	Marsha Johnson	(704) 341-6817	Marsha.Johnson2@equitable.com

SPECIAL RISK TEAM

ROLE	NAME	PHONE	EMAIL
Underwriters	Karey Johnson	(980) 308-8846	Karey.Johnson@equitable.com
	Angela Nell	(704) 341-6959	Angela.Nell@equitable.com



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Phone Numbers



For immediate assistance, please call
(800) 888-9763 **Option 8**

DEPARTMENT

press 1	Term Conversion/NB Departments TC team
press 2	Term Team (all face amounts)

New Business Departments, *press 3...then:*

press 1	Case Management
press 2	Commission
press 3	Life Sales Desk
press 4	Policy Service
press 5	Reg 60
press 6	1035 Exchange

Department	Escalations	Phone	Email
Paid Change	Customer Service Representative	1-Business day response time	life-service@equitable.com
Death Claims	Customer Service Representative	1-Business day response time	life-service@equitable.com
Commissions	Darlene Sharpling	704-341-6388	Darlene.Sharpling@equitable.com
Inforce			Life_PremierSevices@equitable.com
Reg 60	Darlene Sharpling	704-341-6388	Darlene.Sharpling@equitable.com
1035 Exchange	Darlene Sharpling	704-341-6388	Darlene.Sharpling@equitable.com

E-app Line: 1-855-606-6452, option 3



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