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- [Great Lakes Branch \(ARB\)](#)
- [Greater Central Texas Branch \(GCT\)](#)
- [Illinois Branch \(CHO\)](#)
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- [Maryland/Southwest Virginia \(MVA\)](#)
- [Minnesota Branch \(SPL\)](#)
- [New England Branch \(WLS\)](#)
- [The Empire Branch – NY & VT \(SWM\)](#)
- [Mid America Branch - KY, IN & OH \(CVN\)](#)
- [Pittsburgh Branch - PA & WV \(PSR\)](#)
- [Pacific Northwest Branch \(SEC\)](#)
- [Philadelphia Branch \(PPA\)](#)
- [Preferred Client Partners Group \(ASO\)](#)
- [Puerto Rico Branch \(SJN\)](#)
- [Rocky Mountain Branch \(DEN\)](#)
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- [Southern \(LAM\)](#)
- [Southern Gulf Coast Branch \(SGC\)](#)
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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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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	Noreen Andaya	980-308-8268	Noreen.Andaya@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)	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	Noreen Andaya	980-308-8268	Noreen.Andaya@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	Noreen Andaya	980-308-8268	Noreen.Andaya@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)	Armoni Stroud	704-341-6426	Armoni.Stroud@equitable.com
Relationship Case Manager (Concierge)	Katie Gordon	704-341-7004	Katie.Gordon@equitable.com
Term Conversion RCM	Noreen Andaya	980-308-8268	Noreen.Andaya@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)	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	Noreen Andaya	980-308-8268	Noreen.Andaya@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	Noreen Andaya	980-308-8268	Noreen.Andaya@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	Noreen Andaya	980-308-8268	Noreen.Andaya@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	Noreen Andaya	980-308-8268	Noreen.Andaya@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
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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	Noreen Andaya	980-308-8268	Noreen.Andaya@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)	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	Noreen Andaya	980-308-8268	Noreen.Andaya@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	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	Noreen Andaya	980-308-8268	Noreen.Andaya@equitable.com
Senior Manager - Retail & EAG RCMs	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
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ROLE	NAME	PHONE	EMAIL
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	Noreen Andaya	980-308-8268	Noreen.Andaya@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

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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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	Audrin Deasis	980-308-8929	Audrin.Deasis@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)	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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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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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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Senior Manager – (EAG/Retail)	Hunter Clark	704-491-6693	Hunter.Clark@equitable.com
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New Business Case Management

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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	Noreen Andaya	980-308-8268	Noreen.Andaya@equitable.com
Senior Manager – Concierge, EAG, Retail, 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)	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	Noreen Andaya	980-308-8268	Noreen.Andaya@equitable.com
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New Business Case Management

ROLE	NAME	PHONE	EMAIL
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	Noreen Andaya	980-308-8268	Noreen.Andaya@equitable.com
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New Business Case Management

ROLE	NAME	PHONE	EMAIL
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	Noreen Andaya	980-308-8268	Noreen.Andaya@equitable.com
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New Business Case Management

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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	Noreen Andaya	980-308-8268	Noreen.Andaya@equitable.com
Senior Manager – Concierge, EAG, Retail, Term Conversion RCMs	Jamie Oakes	704-341-6367	Jamie.Oakes@equitable.com
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[Back to map](#)

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[Back to map](#)

Pacific Complex

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[Back to map](#)

Central Mountain Complex

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[Back to map](#)

Central Complex

ARB, CHO, SPL, MIW

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[Back to map](#)

Southeast Complex

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

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[Back to map](#)



RGA TERM TEAM

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	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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[Back to map](#)

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



[Back to map](#)