HOW TO DO BUSINESS WITH BRIGHTHOUSE FINANCIAL:

Case Submission:

- ALL new business applications should be faxed or emailed to your assigned Case Manager– **CASE MANAGER WILL BE ASSIGNED UPON CONTRACT COMPLETION.**
- Please be sure to use the NEW BUSINESS TRANSMITTAL. (Be sure to include your email address, this will be how you are notified that the application has been received and given a policy number.)
- If you do not receive an acknowledgement memo via email within 1 business day, please call the Processing Center for confirmation of receipt.
- DO NOT SEND NEW APPLICATIONS DIRECTLY TO BRIGHTHOUSE FINANCIAL!

Checking Case Status:

- Agents are should to register at www.metlifeinvestors.com from here you will be able to see any updates and status on each case. This is your only direct access with BRIGHTHOUSE FINANCIAL.
- Please be sure to have the policy number and client name available during all correspondence.

Requirements and Monies:

- All requirements should be faxed to the processing center with a cover sheet indicating the client name and policy number.

Requirements and Premium Checks should be sent to:

IGROUP PROCESSING CENTER- 11166 Fairfax Blvd., Suite 300, Fairfax, VA 22030

- Please do not send checks without a policy number. This could delay issue!

Illustrations and Marketing Support:

- Please contact your immediate up line or Marketing Representative.