

HOW TO DO BUSINESS WITH SYMETRA

Submission of Contracts:

- Please email your Downline Contracts to Joelle Huynh at jhuynh@igroupweb.com

New Business Submission:

- ALL new business applications MUST be emailed or faxed directly to your Assigned Case Manager – **Amber Costello**

Phone: 800-799-1628 x131
Fax: 540-301-5129
Email: Amber@igroupweb.com

Helpful Tips:

- When faxing or emailing applications, please keep the original application for no less than 90 days. Please note that the original may be requested during this period for audit purposes.
- For applications with CWA, please wait for **Amber Costello** to email you the policy number. Please make sure you write the policy number in the memo section of the check.
- **DO NOT** SEND APPLICATIONS TO Symetra as they will not be processed.
- If you do not receive an acknowledgement memo of receipt via email within 1 business day, please call **Amber Costello** for confirmation of receipt

Overnight Checks to:

Attn. **Amber Costello**
iGROUP Processing Center
11166 Fairfax Blvd., Suite 300
Fairfax, VA 22030

Checking Case Status:

- Please register on the Symetra website at: www.symetra.com
- Contact Amber Costello 800-799-1628 x131

Requirements and Monies:

- Requirements MUST be faxed or emailed to your case manager **Amber Costello**.
- All requirements are sent to Symetra as they are received, however, please allow 3-4 business days for website updates.
- Please be sure to check the website before calling and allow 1 business day for a response.

Illustrations and Marketing Support:

Please contact Symetra Sales Support at 800-392-9920 Option 1.