

FIXED ANNUITY CONTACT & ESCALATION PROCESS

Annuity Sales Support Team

Contact with pre-sale questions, product inquiries, materials ordering and software support.

David LaPenna Dana Turnmire
Travis Snead Justin Bishop
Tony Carozza Chris Wall

Phone: 888 325.5433 ext. 5555,
option 3, option 1

Email: gnwannuitiesales@genworth.com

Senior Vice President, Sales
Beth O'Brien 804 289.6817

External Wholesaler
Jay West 804 289.6898

External Wholesaler, East
Kevin Riley 205 444.9227 (office)
205 999.9972 (mobile)

External Wholesaler, West
Justin Shipman 707 526.2269 (office)
707 889.4799 (mobile)

Internal Wholesaler Team Leader
Scott Westfall 804 281.6329

Annuity New Business Team

Contact with New Business questions, including processing questions, status updates, and clarifications.

Phone: 888 325.5433 ext. 5555,
option 3, option 2

Email: SPIANB@genworth.com

Fax: 804 281.6057

Licensing

Phone: 888 325.5433 ext. 4949

Fax: 434 948.5058

Email: liferequestimage@genworth.com

Impaired Risk

Contact for status on underwriting decisions.

Phone: 888 325.5433 ext. 5555,
option 3, option 1

Medical Paperwork can be sent to:
Fax: 434 948.5237

Email: annuitymeds@genworth.com

Overnight: Attn Annuity Department
Mail Stop CSC 2-025
3100 Albert Lankford Dr
Lynchburg, VA 24505

Escalation Contacts

Contact when you require further assistance after contacting the New Business Team:

Team Leader: Deborah Washburn

Phone: 804 484.7447

Email: deborah.washburn@genworth.com

Client Services (PHS)

For changes on inforce cases:

SPIA Phone: 888 325.5433 ext. 4242

SPIA Fax: 434 948.5440

SPDA Phone: 800 221.9501

SPDA Fax: 434 522.2904

Commissions

Tammy Webster

Phone: 888 325.5433 ext. 5645

Mailing Address

For all Annuity Premium with completed paperwork:

Administrative offices of:

Annuity New Business

6610 West Broad Street

Richmond, VA. 23230-1702

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