

Contact Information

EquiTrust Life Insurance Company®

Agency Administration

- Commissions
 - Contracting/Appointments
 - Agents
 - Broker Dealers/IMOs
 - Pending Appointment Status
 - Debt Management
- Phone: 866-598-3692
Fax: 515-226-5102
Email: Agent.Administration@EquiTrust.com
- Mon.-Thur. 8:00 AM – 5:00 PM (Central)
Fri. 8:00 AM – 4:00 PM (Central)

New Business

- 1035 Exchanges
 - Cash with Applications
 - Direct Transfers
 - Pending New Business Status
- Phone: 866-598-3692
Fax: 515-226-5103
Annuity Email: New.Business@EquiTrust.com
Life Email: Life.NewBusiness@EquiTrust.com
- Mon.-Thur. 8:00 AM – 5:00 PM (Central)
Fri. 8:00 AM – 4:00 PM (Central)

Inforce Administration

- Customer Call Center (Client/Rep)
 - Withdrawals, Surrenders, etc.
 - Contract Provisions
 - Tax Questions on Inforce Contracts
 - Death Claims
- Phone: 866-598-3692
Fax: 515-226-5101
Email: Customer.Service@EquiTrust.com
- Mon.-Thur. 8:00 AM – 5:00 PM (Central)
Fri. 8:00 AM – 4:00 PM (Central)

Marketing

- Sales Support
 - Product Information
 - Marketing Materials
 - Advertising Review
 - Compliance
- Annuity Phone: 866-598-3694
Life Phone: 800-811-9733
Fax: 515-226-5104
Annuity Email: Sales.Support@EquiTrust.com
Life Email: LifeSales.Support@EquiTrust.com
- Mon.-Thur. 7:30 AM – 5:30 PM (Central)
Fri. 7:30 AM – 4:00 PM (Central)

Mailing Address:
EquiTrust Life Insurance Company
P.O. Box 14500
Des Moines, IA 50306-3500

Overnight Address:
EquiTrust Life Insurance Company
7100 Westown Pkwy Suite 200
West Des Moines, IA 50266-2521

Web site: Agents.EquiTrust.com

