

# Prosperity Life Group Contact Information for Agents



## Contracting & Appointment

Contact your NMO or Upline



## Sales Desk

Product information, illustrations, and pre-sale assistance

**Phone:** (800) 760-3434

**Email:** SalesDesk@prosperitylife.com



## New Business Submission for Annuities

Agent Portal (Benchmark) e-App Submissions

- 1 To login into Benchmark , go to: [www.prosperitylife.com/agents](http://www.prosperitylife.com/agents) and click on "Login" under Benchmark
- 2 Refer to Agent Portal (Benchmark) Registration instructions for first-time set-up instructions
- 3 Utilize the Annuity e-App platform (Firelight™) for submissions
- 4 Alternatively, utilize your NMO's or Upline's instance of Firelight™



## New Business for Annuity Products

Pending Requirements and Paperwork Submission

### Document Upload via Agent Portal (Benchmark)

**Email:** annuity@prosperitylife.com

**Email:** annuityresolution@prosperitylife.com

**Fax:** (844) 470-2708

**Mailing Address:** 123 Town Square PL  
PMB-764  
Jersey City, NJ 07310



## Agent Portal (Benchmark)

- Access Inforce Policies
- Pending New Business Status Updates
- Access Annuity Platform (Firelight) for e-App Submission
- Access Commission Reports and Statements
- Download Policy Documents and Service Forms including:
  - » Beneficiary Changes
  - » Correspondence
  - » Contract Pages
  - » Annual Statements
  - » Withdrawal Requests
- Illustrations
- Upload Pending Requirement Documents
- View Account Values and Policy Information

Benchmark provides all the tools to submit and manage business all in one place.

### First-Time Login Setup:

- 1 Go to [www.prosperitylife.com/agents](http://www.prosperitylife.com/agents)
- 2 Click "Login" under Benchmark
- 3 Click "Start the reset process" next to "Forgot Password?"
- 4 Enter your email and click "Reset Password"
- 5 Look for an email from Insurance Admin and follow the link to create a password

*Benchmark Support?*

**Phone:** (800) 760-3434



## Agent Service Escalations & Exceptions

**Email:** [annuitysolutions@prosperitylife.com](mailto:annuitysolutions@prosperitylife.com)

**Phone:** (866) 787-2123, option 3, then 7



## Client Services (contract owners)

**Phone:** (866) 787-2123

**Website Contact Form:**

[www.prosperitylife.com/contact/](http://www.prosperitylife.com/contact/)

**Client Portal:**

[www.prosperitylife.com/customers/](http://www.prosperitylife.com/customers/)

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