Athene Mailbox Guide

ATHENE
Athene.com

Contact us:
Annuity Customer Contact Center – Tel: 888-266-8489

Athene Annuity and Life Company
7700 Mills Civic Parkway, West Des Moines, IA 50266-3862
Athene Annuity & Life Assurance Company of New York
Pearl River, NY 10965

INQUIRY MAILBOXES

AnnuityNewBusiness@athene.com
- Questions regarding outstanding New Business requirements
- Questions regarding outstanding Suitability requirements
- Provide outstanding New Business requirements that do not require additional documentation

AskAthene@athene.com
- Questions on issued contract
  - Status of a new service request (producer change, beneficiary change, withdrawal request, address changes)
  - Contract values and income rider inquiries
  - Claims
  - RMD and FMV
  - Tax forms
  - Athene Connect and MyAthene navigation assistance

Contracting@athene.com
- Producer contracting status
- Producer training
- Athene Connect registration
- Producer address changes
- Transfer eligibility

ProducerCommissions@athene.com
- Commission related inquiries

ProducerDebtCollection@athene.com
- Information regarding producer debt and commission chargebacks

AnnuitySales@athene.com
- Pre-sale inquiries
- Illustration requests

DOCUMENT SUBMISSION MAILBOXES
- Please include client name and/or contract number in the subject line
- Include only one attachment per email
  - **Acceptable** email attachment types include PDF, TIF, DOC, XLS, or JPG/JPEG
  - **Unacceptable** email attachment types include HTML LINKS, GIF or PNG
- No password-protected documents
- No emails that include text requirements within the body of the message

SubmitCustomerDocs@athene.com (Please include client name and/or contract number in the subject line)
- Documents pertaining to any pending or issued annuity contracts

SubmitProducerDocs@athene.com (Please include producer name and/or producer code in the subject line)
- Documents pertaining to producer licensing, contracting or training