



# BEST Life Group Administration Contact Sheet

For self-administration of any in-force group plan or to review agency information, the online BEST broker portal is available 24/7 at [www.bestlife.com](http://www.bestlife.com). If you need additional help for any request, please feel free to contact BEST Life directly using the information below. We appreciate your business!

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## New Group Quote Request - [QUOTES@BESTLIFE.COM](mailto:QUOTES@BESTLIFE.COM)

- Receive 24-hour turnaround for voluntary or employer-contributory Dental, Vision, Life, and Disability quotes for small or large groups
- Have questions about a new group, but not sure who your dedicated BEST Life Sales manager is? Email us here and we will reach out ASAP

## Changes/Additions/Terms for Inforce Groups - [CHANGES@BESTLIFE.COM](mailto:CHANGES@BESTLIFE.COM)

- New employees/dependents additions, changes, and terminations
- Employee/Employer address changes
- Requests to change groups' new hire waiting period

## Inforce Group Renewals - [RENEWALS@BESTLIFE.COM](mailto:RENEWALS@BESTLIFE.COM)

- Inquiries regarding renewal/ open enrollment dates changes (subject to review)
- Inquiries regarding plan changes for in force groups
- Requests for alternate quotes for in force groups
- Requests for group terminations
- Request for open enrollment materials

## Customer Service for Brokers & Agencies - [BROKERSERVICES@BESTLIFE.COM](mailto:BROKERSERVICES@BESTLIFE.COM)

- Inquiries about status of additions, changes, and terminations
- Requests for temp ID cards, ID cards, and certificates
- Requests for benefit summaries, copy of plan contracts, copy of renewal letters, copy of invoices, copy of agent statements
- Questions regarding accounts status, billing, benefits, access to the portal, etc.
- Requests for broker of record changes
- Agent address changes
- Questions regarding COBRA
- Inquiries regarding SHOP groups
- Copies of Commission Statements

## Customer Service for Employers & Members - [CS@BESTLIFE.COM](mailto:CS@BESTLIFE.COM)

- Claims payment history, submission, or status
- Access to member or employer online portal
- Copy of invoices, renewals, ID cards
- Company or Member address changes
- Member changes/adds/terms
- Questions regarding COBRA

If you have any questions (and we mean ANY questions!), please feel free to contact your dedicated BEST Life sales manager. If you don't know who your sales manager is, please email us at [quotes@bestlife.com](mailto:quotes@bestlife.com) and your sales manager will reach out to you shortly.