



Important Contact Information

NEED ASSISTANCE? In order to provide you the most accurate information and efficient service, if you have an inquiry that pertains to any of the subjects below, please send your correspondence to the appropriate email address listed. If you have additional questions, please call +1.800.628.4664 (U.S. & Canada) or +1.317.655.4500 (worldwide - collect calls accepted).

Sales Service Center – insurance@imglobal.com, +1.317.655.4500 (press 9) or +1.866.368.3724

- » Premium and commission inquiries
- » Certificate status
- » Product recommendations
- » Producer Area access and assistance
- » Supply orders
- » General IMG inquiries

Training and Digital Support – cy.witherspoon@imglobal.com, + 1.317.833.1677

- » Provides product training and advice to increase your business with specific market strategies and group opportunities
- » Provides online content for your company website and marketing campaigns

CustomerCare – customercare@imglobal.com, +1.317.655.4500, Option #9 or toll-free +1.866.677.4500

- » Hours of operation: 7 a.m.- 6 p.m. EST
- » Available via toll-free number, collect from anywhere in the world, email and Live Chat
- » Submissions/status inquiries, benefit verification of sold, active/effective certificates, and assistance with medical provider information

Commission Department – chs.commissions@imglobal.com

- » For direct deposit setup or commission related questions





Important Contact Information

GMI Renewals and New Business – chsglobal.renewals@imglobal.com

- » Global product renewal and new apps forms and inquiries

Patriot® and Global Products – chs.service@imglobal.com

- » Changes or corrections to the dates, coverage, address, name or any other administrative correction/change. Requests for fulfillment kits, ID card, visa confirmation letters, or any other insurance documents. Extensions and renewal requests.

Cancellations – cancel@imglobal.com

- » Patriot and Global cancellations, as well as follow-up inquiries regarding the status of a cancellation request

Premium – chspremium.team@imglobal.com

- » New premium payment method, premium paid receipt and other general premium-related inquiries for individual plans

Benefits / Claims / General Questions – imggroupclaims@imglobal.com

- » Submissions/status inquiries or benefit verification of sold, active/effective certificates, and assistance with medical provider information

Account Services – imggroupclaims@imglobal.com

- » Escalated claims issues

Group Products – groupadmin.uw@imglobal.com

- » Enrollments, changes, terminations, general corrections, and premium/invoice inquiries for groups that are already enrolled

Producer Area online requests – producer@imglobal.com

- » Assistance with login, linking, reports and contact maintenance

