

# SureBridge Producer Support



## What does Producer Support do?

We assist with common questions pertaining to **YOU** and your Book of Business, such as:

- Commissions – Statement reviews, renewals
- Contracting – Licensing & Appointments<sup>1</sup>, state appointment payment, status updates
- Broker Portal – Assistance with password resets, navigation, application errors in the Point of Sale Tool

We assist you with common questions or requests pertaining to **YOUR CUSTOMER**, such as:

- Status of Application
- Status of Claims
- Status of Billing/Payment
- Policy changes
- Coverage/Benefits
- General Business Rules
- Cancellation
- Request duplicate copy of policy and/or ID card

You can also email [NBSaves@surebridgeinsurance.com](mailto:NBSaves@surebridgeinsurance.com) for specific underwriting assistance with medical conditions, Dental waiver of waiting period etc. of an application.

## When should I use Broker Self-Service?

If your customer has an address change, needs a duplicate policy and/or ID card, or they need to cancel their policy, you can make these requests on behalf of your customer using the Self-Service tool at [myportal.surebridgeinsurance.com](http://myportal.surebridgeinsurance.com).<sup>2</sup>

## How can the Broker Portal help me?

The Broker Portal is a powerful tool that supports **YOU** and your Book of Business!

- The Point of Sale Tool – online quote and application
- View your Book of Business
- Application Status
- Licenses & Appointments
- State availability for SureBridge-branded products and product brochures
- Underwriting Guides
- Application Walk-through
- Various Tutorial videos
- Set up Direct Deposit – Get your money quicker!
- And more!



**Broker Portal**  
[www.suppportal.com](http://www.suppportal.com)

**Broker Self-Service**  
[myportal.surebridgeinsurance.com](http://myportal.surebridgeinsurance.com)

## Contact Producer Support



**Phone: 1-888-797-4447**

Producer Support:

- Monday - Friday, 8:00 a.m – 5:00 p.m.



**Email: [ProducerSupport@SureBridgeInsurance.com](mailto:ProducerSupport@SureBridgeInsurance.com)**

For best service with email include:

- Agent full name and Agent ID
- Customer full name and policy number (if applicable)

**Producer Support and Broker Portal are designed to support you, so you can do what you do best – sell and grow your business to its highest potential!**

<sup>1</sup> You can also email [ProducerOnboarding@surebridgeinsurance.com](mailto:ProducerOnboarding@surebridgeinsurance.com) for contracting assistance. <sup>2</sup> If your Massachusetts customers need assistance, they can call Customer Service at 1-800-815-8535 or you can call Producer Support. Online support is not available for customers in this state.

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