



ORCA LIFE CONTACT LIST

505 TERRY BLVD.
LOUISVILLE, KY 40229

HOMEOFFICE@ORCA.LIFE
WWW.ORCA.LIFE

TABLE OF CONTENTS

I.	IMPORTANT CONTACTS.....	3
II.	HOME OFFICE CONTACT BREAK DOWN	4 - 5

IMPORTANT CONTACTS

ORCA EXECUTIVE TEAM

ORCA LIFE OFFICE	HOMEOFFICE@ORCA.LIFE	844-851-3846
CONTRACTING	CONTRACTING@ORCA.LIFE	502-742-2529
FAXES	FAX@ORCA.LIFE	502-805-0851
LEAD CREDITS	LEADCREDITS@ORCA.LIFE	502-888-4769
APPLICATIONS	APPLICATIONS@ORCA.LIFE	502-424-9774
APP CORRECTIONS	APPEDITS@ORCA.LIFE	502-424-9774

KRYSTIE KEMP	KRYSTIEKEMP@ORCA.LIFE	502-742-2529
DÉSMONIQUE BEARD	DESMONIQUEBEARD@ORCA.LIFE	502-507-6864
BRITNEY BURTON	BRITNEYBURTON@ORCA.LIFE	502-424-9774
JORDAN LINDSEY	JORDANLINDSEY@ORCA.LIFE	615-727-4250

GLENN CRABTREE	GLENNCRABTREE@ORCA.LIFE	502-664-4683
----------------	----------------------------------------------------------------------	--------------

SCOTT MORRIS	SCOTTMORRIS@ORCA.LIFE	859-893-3135
--------------	------------------------------------------------------------------	--------------

LINDSEY CURRY	LINDSEYCURRY@ORCA.LIFE	502-418-1361
---------------	--------------------------------------------------------------------	--------------

DAVID CURRY	DAVIDCURRY@ORCA.LIFE	502-314-2789
-------------	----------------------------------------------------------------	--------------

KEVIN GLASSCOCK	KEVINGLASSCOCK@ORCA.LIFE	502-554-5290
-----------------	------------------------------------------------------------------------	--------------

MICHAEL HUFFMAN	MICHAELHUFFMAN@ORCA.LIFE	502-773-5223
-----------------	------------------------------------------------------------------------	--------------

RICHARD SHAWN	RICHARDSHAWN@ORCA.LIFE	502-645-6993
---------------	--------------------------------------------------------------------	--------------

CONTRACTING

HANDLED BY: Krystie Kemp, Britney Burton, DésMonique Beard

1. Assessments / New Agent Licensing

a) 1st Entry (NAAP SHEET)

Mandatory: [Must be Licensed before step 2](#) (Click here)

2. On Boarding New Agent

a) 2nd Entry (NAAP SHEET)

3. Existing Agent Contracting | Commission Change Request / Hierarchy Change Requests

Use easy links above

a) Email To: Contracting@ORCA.Life (**CC: ALL uplines including Glenn & Scott:**):

i. **ONLY UPLINES** can request downline contracts, commission, and hierarchy changes.

1. Sending:

- a. Carrier
- b. Hierarchy
- c. commission level

4. ID Badge & Business Cards Order Placement

a) *New Agents*

ii. **UPLOAD (Photo on STEP 7 in MindTickle):** (Click here)

b) Existing Agents | ID Badge Replacement

c. Existing Agents | Business Card Re-order

5. Password Reset / Login Info

a) ORCA.Life Password Reset Request

b. Lead Account Password Reset Request

c. MindTickle Password Reset Request

6. Agent Departure Notification / Agent Termination

*ALL request and correspondence **MUST BE EMAILED** to Contracting@ORCA.Life*
CLICK ON THE LINKS ABOVE TO BE DIRECTED

LEADS

HANDLED BY: **Jordan Lindsey**

For

1. Lead Credits
 - a) Email: **(Picture of each lead card)** LeadCredits@ORCA.Life
 2. Lead Billing
 - a) *Email*: Leads@ORCA.Life
 3. Lead Assignments
 - a) Or Email **(Lead Order Forms by 10:00 AM EST Thursday):**
-

PRODUCTION/ FAXES / P.O BOX /SHIPPING

HANDLED BY: **Britney Burton**

1. **Production**
 - a) App Entry >>> **(WATCH THIS VIDEO!!!)** <<<
 2. **Production Corrections**
 - a) *Email ONLY* **(ALL Premium Amounts and Carrier):** AppEdits@ORCA.Life
With:
 1. Date
 2. Carrier
 3. Premium Amount
 4. If business is split
 3. **Supply Shipping (ID Badge, Business Cards, New Agent Boxes, Additional Supplies)**
 - a) *Email*: Contracting@ORCA.Life
 - b) *Text* **(If you had a fax sent into us that you need):** 502-424-9774
 4. **Address Look Up**
 - a) *Text* **(Info or Lead Card Photo):** 502-424-9774
 5. Fax Request
 - a) Email **(Attachment and Number to Fax Document to):** Fax@ORCA.Life
 - b) *Text* **(If you had a fax sent into us that you need):** 502-424-9774
-

[CLICK ON THE LINKS ABOVE TO BE DIRECTED](#)

ORCA CULTURE & WEBSITE UPDATES

HANDLED BY: **DésMonique Beard**

- a) **STORCA | ORCA Gear Orders** <<< **Click Easy Link** or visit <https://orcagear.itemorder.com/sale>

- b) >>>**For Team Gift Cards**<<< **Click Easy Link**
 - a. **Email:** DesMoniqueBeard@ORCA.Life
 - i. **Subject:** (Your Team) Gift Card Request | Send Bill To: (Your Email Address)
 - ii. **Body:**
 - C. Each Team Members Name
 - D. Gift Card Dollar Amount

- c) Don't see anything you like? visit www.Sanmar.com (DO NOT ORDER FROM SANMAR)
 - i. >>>**Email New Item To Add To Site** <<< **Click Easy Link**
To DesMoniqueBeard@ORCA.Life
 - 1. **In Subject:** (Your Name) STORCA ORDER | New item from SanMar Site
 - 2. **In Body:** **1.** Style Code, **2.** Color, **3.** Size, **4.** Quantity

2. Website Update Requests / Social Media Request / Capturing Culture / Newsletter

- a) **Email: Ideas | Photos | Attachments**

[CLICK ON THE LINKS ABOVE TO BE DIRECTED](#)