

SERVICE

New Address for In-Force Premium Payments

Prudential recently changed vendors from Exela Technologies in Louisville, KY, to FIS in Boston, MA. This means that remittance payments are forwarded by the U.S. Postal Service from Louisville, KY, to Boston, MA.

It is possible that you may see a slight delay in checks forwarded to the new FIS mailbox as we clear the payments sent to the old address. Once received at FIS, the standard processing time will be same day. However, FIS may be busy for the next several weeks due to the volume. All payments are being processed with the effective date when it arrived at the old vendor.

Regular Mail Addresses

- Term Essential, Term Elite, ROPT, and all other policy types not listed below:
P.O. Box 981503
Boston, MA 02298-1503
- VUL, SVUL, VAL, AL, Flexguard:
P.O. Box 981504
Boston, MA 02298-1504
- UL, UL2, SUL, SIUL, IAUL, Founders Plus:
P.O. Box 981505
Boston, MA 02298-1505

Overnight Mail Addresses

- Term Essential, Term Elite, ROPT, and all other policy types not listed below:
FIS Lockbox Operations Doc 2
Attn: Prudential CID 6
P.O. Box 981503
10 Dan Rd
Canton, MA 02021
- VUL, SVUL, VAL, AL, Flexguard:
FIS Lockbox Operations Doc 2
Attn: Prudential CID 7
P.O. Box 981504
10 Dan Rd
Canton, MA 02021
- UL, UL2, SUL, SIUL, IAUL, Founders Plus:
FIS Lockbox Operations Doc 2
Attn: Prudential CID 7
P.O. Box 981505
10 Dan Rd
Canton, MA 02021

Frequently Asked Questions

Q: Are the overnight payment address P.O. boxes?

A: No, all overnight payments are sent to the 10 Dan Rd, Canton, MA 02021 address, but must have the FIS Lockbox Operations Doc 2 and Attn: line showing the P.O. Box indicated for the corresponding policy type.

Q: Will a client's policy lapse because you have not processed the payment yet?

A: No, we will process the payment as of the day we received it in Louisville. The policy will not lapse if received before the lapse date.

Q: For owners who pay via a coupon book, are new coupon books being ordered or will their payments just have to be forwarded until they get a new coupon book on their policy anniversary?

A: Payments will be forwarded until a new coupon book goes out on the policy anniversary. If the caller requests a new coupon book, one can be ordered. The new coupon book will have the updated address.

Q: Did the address to send forms with cash change?

A: No, the address is still P.O. Box 7390 Philadelphia, PA 19176-7390.

Q: What if I have payments for three different products; can I send them in one envelope?

A: We recommend sending the payments in separate envelopes. Payments sent in one envelope will still be processed; however, they could be delayed.

Q: If my client uses a bill pay service with their bank, do they need to update the payment address with that service?

A: Yes, it is best practice for the client to update the payment address.

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