



Key contacts for Greatway advisors

We encourage advisors to use our webcappow system which provides access to your client, policy and account information at anytime, 24-7

Department	Contact information
New Business, including Conversions and Replacements	
<p>We encourage advisors to use our webcappow system which provides access to your client, policy and account information at anytime, 24-7.</p> <p>The first point of contact for ivari advisors for all new business related inquiries should be your Account Specialist team at Greatway.</p>	<p>Please refer to our Underwriting and New Business Management Team section on ivari.ca</p>
Common questions - Who do I ask?	
Question	Who can help you
ivari has asked for additional information who do I send this to?	UCOR, you can answer right in webcappow. Your ivari Sales team can train you on how to use UCOR.
I need clarification on the UCOR, I don't understand what they want.	Your Greatway Account Specialist can help you. You can call or email them.
I need to know what's happening with one of my pending cases.	Always check webcappow first for status updates. Your Greatway Account Specialist can also help you.
I received a Not In Good Order email from ivari, who do I respond to?	Your Greatway Account Specialist can help you. They will forward your email response to the ivari Case Coordinator team.
I need more training on ivari tools (webcappow, ivari 360 eApp)	Your ivari Sales Team can help you as well as your Lead Trainer or Leader.
I need help with product details for ivari UL, CI and Term	Your ivari Sales Team can help you.
I have a client who has some health issues, can I speak to an underwriter?	Any preliminary inquiries can be sent to your ivari Sales Team.
e-Business (Technical Support)	
<ul style="list-style-type: none"> • Technical Support with websites, including password resets • eApplication Technical Support • Business listings • Online registration support 	<p>8:00 a.m. to 5:00 p.m. (Eastern Time) 1-800-646-1481 e-business@ivari.ca</p>

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Department	Contact information
Inforce insurance	
<ul style="list-style-type: none"> • Policyholder address changes or administrative forms • Term insurance • Universal life, whole life and disability • Critical illness • Policy change (non underwriting) 	<p>8:00 a.m. to 7:00 p.m. (Eastern Time) 1-800-846-5970 conversation@ivari.ca</p>
Investment products	
<ul style="list-style-type: none"> • Account holder address changes or administrative forms • Annuities, seg funds and general investment product inquiries • Dealers with wire trade inquires 	<p>8:00 a.m. to 7:00 p.m. (Eastern Time) 1-800-846-5970 conversation@ivari.ca</p>
Claims	
<p>Death:</p> <ul style="list-style-type: none"> • Life products • Investment Products <p>Disability:</p> <ul style="list-style-type: none"> • Disability Insurance • Critical Advantage • Waiver of Premium • Critical Illness 	<p>Death:</p> <p>8:00 a.m. to 5:00 p.m. (Eastern Time)</p> <p>Disability:</p> <p>8:00 a.m. to 4:00 p.m. (Eastern Time) Phone: 1-855-806-5057 Fax: 416-883-5715 Email: claimsdepartment@ivari.ca</p>

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