

Our commitment to service transparency


Your partnership is important to us, which is why we continue to invest in creating a service experience that is dependable and transparent. You can view our actual average annuity turn-around times (updated weekly) below.

Actual Average Annuity Turn-Around Times

Current Average Turn-Around Times*
Week ending May 8, 2026

Process	SecureFore	All Other Products
Cash In-Good-Order (Issued)	0.3 business days	0.3 business days
Transfer In-Good-Order (Letter of Acceptance sent)	1.0 business days	1.0 business days
Not In-Good-Order Communication	1.0 business days	1.0 business days
Pending Transfer Follow Up Calls	5 business days first outreach to ceding carrier; Every 10 business days thereafter	
Call Center Service (Wait time)	<20 seconds	

* The numbers provided above are averages and actual individual experience may vary. Due to underwriting requirements, ForeCare policies may take longer.



Issue business even faster - avoid processing delays

Non-Transfer (Cash)

- ✓ Complete the required NAIC training.
- ✓ [See how to get started →](#)
- ✓ Ensure that signatures and dates for all parties are on every document in all required sections.
- ✓ Confirm all supporting documents are submitted.

Transfer

- ✓ Verify that correct ownership structure is listed on transfer form and matches ownership at ceding carrier.
- ✓ If the transfer is a replacement, the replacement form must be included.
- ✓ Confirm that all signatures are provided on transfer form and in replacement section of Electronic Submissions Replacement Acknowledgement form.
- ✓ Double-check that any carrier-specific forms are included.

Follow your application status online

Register and log in to:

- Check the status of pending business
- View any outstanding requirements
- Upload additional documents
- View your book of business
- Access forms, and more!

We're here to help

Contact us via email or phone

AskGA4U@gafg.com

(833) ASK GA4U or
(833) 275-4248

Monday - Thursday 8 a.m. - 7 p.m. ET
Friday 8 a.m. - 6 p.m. ET

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