



# Service and Support

## Here When You Need Us



### Online Administration 24/7/365

For online administration, login to **Empower** by visiting: [empower.copower.com](https://empower.copower.com)  
 For express activation, email us at [copower.empower@amwins.com](mailto:copower.empower@amwins.com) or contact your Customer Service Representative.

Visit [copower.com](https://copower.com) to download enrollment and termination forms. Please send completed forms via:

- Fax: [650.348.1149](tel:650.348.1149)
- E-mail: [copower.requests@amwins.com](mailto:copower.requests@amwins.com)

### Customer Service

If you need assistance with basic administrative tasks, such as enrollments, terminations, billings, and payments – please call CoPower at [888.920.2322](tel:888.920.2322). You can reach your dedicated Customer Service Representative (CSR) by providing the corresponding name below. For example, a group name starting with the letters R-Z would call [888.920.2322](tel:888.920.2322) and when prompted say “Daniel Warner.”

**CoPower is open Monday through Friday, 8:00AM – 5:00PM PST.**

#### Customer Success Representatives:

Lucy Chavarria	Groups A-C	<a href="mailto:lucy.chavarria@amwins.com">lucy.chavarria@amwins.com</a>
Jameelah Abreu	Groups D-J	<a href="mailto:jameelah.abreu@amwins.com">jameelah.abreu@amwins.com</a>
Marcie Serna	Groups K-R	<a href="mailto:marcie.serna@amwins.com">marcie.serna@amwins.com</a>
Daniel Warner	Groups S-Z and Numerics	<a href="mailto:daniel.warner@amwins.com">daniel.warner@amwins.com</a>

#### Customer Success Team Supervisor:

Wendy Baylo	Key Accounts 50+	<a href="mailto:wendy.baylo@amwins.com">wendy.baylo@amwins.com</a>
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### Broker and Sales Support

Jason Diffenauer	Sales Account Manager	<a href="mailto:jason.diffenauer@amwins.com">jason.diffenauer@amwins.com</a>
Broker of Record Changes		<a href="mailto:copower.brokerchanges@amwins.com">copower.brokerchanges@amwins.com</a>
Broker Commissions		<a href="mailto:copower.brokerchanges@amwins.com">copower.brokerchanges@amwins.com</a>

### Carrier Contact Information

Delta Dental of California	888.335.8227	<a href="http://www.deltadentalins.com">www.deltadentalins.com</a>
DeltaCare® USA	800.422.4234	<a href="http://www.deltadentalins.com">www.deltadentalins.com</a>
Landmark	800.298.4875	<a href="http://www.lhp-ca.com">www.lhp-ca.com</a>
MetLife	800.275.4638	<a href="http://www.metlife.com">www.metlife.com</a>
Unum Life	866.679.3054	<a href="http://www.unum.com">www.unum.com</a>
Unum LTD	877.854.7637	<a href="http://www.unum.com">www.unum.com</a>
VSP	800.877.7195	<a href="http://www.vsp.com">www.vsp.com</a>