

Welcome to American Public Life Insurance Company

You've made a great choice partnering with us! Our goal is to provide prompt, accurate and compassionate service. When our customers call, they reach a colleague who will go the extra mile, treating them like family.

About APL

Our History

Founded in 1945, APL has weathered many economic and social changes while remaining steadfast to our mission of service.

With offices in Jackson, Mississippi and Oklahoma City, Oklahoma, APL is licensed to do business in 49 states with sales through a select group of independent broker partners.

We have an A (Excellent)* rating from A.M. Best - proving our financial strength and stability in the industry.

Online Tools

Online Service Center

The Online Service Center (OSC) provides access to your account anytime, anywhere. Register today for convenient, time-saving features designed to help you manage your APL business, including 24/7 access to:

- **View and adjust bills**
- **Pay invoices online**
- **Access to add employees**
- **View APL coverage and ID cards**
- **View broker's contact information**

Claims and Forms

Looking for more information about APL? Visit us online anytime at ampublic.com.

Claims Forms

[Click here](#) for 24/7 access to claim and change forms

Our Products

[Click here](#) to explore APL insurance products

Questions? Call us at **800-256-8606**

Ask for one of the colleagues below or send us an email. We're here to help!

Contact Claims

Claims CSU Team, Option 2
General Claims and Benefit Questions
claims@ampublic.com

Brittany Estevane, Ext. 3255
Claims Team Lead (MEDlink® & Dental)
brittany.estevane@ampublic.com

Delicia Hines, Ext. 3290
Claims Team Lead (All other products)
delicia.hines@ampublic.com

Sandra McLean, Ext. 3287
Claims Team Lead
(Claims Customer Service Unit)
sandra.mclean@ampublic.com

Edie Holder, Ext. 3291
Claims Manager
edie.holder@ampublic.com

Contact Customer Service

General Customer Service Questions
Option 3
custsvc@ampublic.com

Deborah Pierce, Ext. 3225
Customer Service and New Business
Team Lead
deborah.pierce@ampublic.com

Sharon Starnes, Ext. 3214
Customer Service Manager
sharon.starnes@ampublic.com

Contact Billing

Cristalle Cummins, Ext. 3242
Billing Team Lead
cristalle.cummins@ampublic.com

