**Frequently Asked Questions Contracting**

How do I update my states for carriers?

**Iron Health Health Plans**
Send a PDF copy of your new license to KMG Support, support@kmg-services.com and CHC Contracting, contracting@chcquotes.com. KMG Support will update your Iron Health appointments and CHC Contracting will update your CHC Agent file, and TopBroker if applicable.

**LifeX**
On the dashboard, select your name, select the blue hyperlink (your agent ID), that will bring you to your back office. Once at the back office scroll down to the license section and input your license information. Please feel free to contact KMG Support with any questions.

**All other CHC carriers will be updated via the carrier by the agent.**

Why didn’t I get paid my commissions?

Agents will need to reach out to their direct manager/upline for assistance with their commissions, or they may also reach out to CHC payroll finance department, payroll@chcquotes.com.

I completed my contracting weeks ago and have not heard back?

Email CHC contracting, contracting@chcquotes.com for updates **after** you have spoken with your direct manager/upline.

My TopBroker is not working.

Email CHC contracting, contracting@chcquotes.com.  You will be updated on your TopBroker status. If your account is inactive due to a balance owed you will be referred to CHC billing, billing@chcquotes.com

How do I invite an agent to contract with CHC and sell its products?

Hiring managers and recruiters should complete the following link for their recruits.

**Contracting Request for Agents/Agencies**
<https://wkf.ms/4cErFQa>

How do you obtain a CHC email address?

Agents should complete the following link for additional contracting requests;

(TopBroker access, additional carriers, CHC emails access)

**ADDITIONAL REQUESTS OR CHANGES**
Contracting / Carriers Related Request
Link: <https://forms.monday.com/forms/9508297440e8ac95cfedbacaeebe7896?r=use1>

Who is my upline?

Agents may email Recruiting for their direct manager/upline,

recruiting@chcquotes.com.

What is my Direct Manager's/Upline's LifeX Agent ID?

Recruits will need this information to contract with LifeX carrier.  It can be obtained directly from your direct manager/upline or CHC Contracting, contracting@chcquotes.com.