

Carrier Site Lookup for Agent Status & Hierarchy Audit

For Admins/AOs checking downline agents (last updated 3/6/26)

Use the steps below to review the carrier websites to ensure all downline agents are aligned within the hierarchy correctly along with all commission levels. Not all carriers provide these details.

American Amicable/Occidental

- Go to www.aatx.com
- Click Agent Sign In in top right
- Log in
- Go to Agent E-File
- Click Index at the top
- Agents with an active contract for Am Am & Occ are listed on this page. Inactive agents can be viewed through the View Terminated Agents link in the top left.
- **HIERARCHY:** The direct upline is listed in the MGR Name column
- **COMP LEVEL:** Click Info to the right of an agent's name to view their comp codes. Click on a comp schedule link to see details.

Americo

- Go to www.americo.com

- Click Agent Portal
- Log in
- Click the hamburger menu (three lines) in top right. Click Agent Info
- Go to the Downline tab
- Use the dropdown menus to filter Agent Status and/or Line of Business.
- **HIERARCHY:** The direct upline is listed in the Reports To column
- **COMP LEVEL:** The agent's comp level is listed in the Hierarchy Level column

Assurity

- Go to <https://agentcenter.assurity.com/>
- Log in via the link in the top right
- Go to My Business > Contracting & Commissions > Hierarchy
- **HIERARCHY:** The order in which agents are displayed is their hierarchy
- **COMP LEVEL:** Click the arrow to the left of an agent's name to view details. The comp level can be found under Agent Level.

Banner Life

- Go to partner.lgamerica.com
- Click Go Now under Manage my Business
- Log in
- Go to Commissions > Commission Summary
- Use the dropdown menu to view Active, Pending, and/or Terminated agents.

- **HIERARCHY:** Click on an agent's line item to view details. Go to the Agent Hierarchy tab at the bottom of the page.
- **COMP LEVEL:** The agent's comp level is listed in the Level column

Corebridge

- Go to <https://connext.corebridgefinancial.com/life/connext-security/public/login>
- Log in
- Go to Contracting & Commissions > Agent Lookup
- Search by the Agent's Last Name or Business Entity Name
- **HIERARCHY:** Click Agent Details then click the blue Open link when the new page loads. The agent's hierarchy is shown in the gray section once it expands.
- **COMP LEVEL:** The comp level can be found in the Level column to the left of the hierarchy.

F&G

- Go to www.fglife.com
- Go to Login > Financial & Insurance Professional
- Log in
- Use the dropdown menu in the top right to toggle between F&G Life, F&G Annuity, and F&G NY profiles.
- Go to My Agents > Hierarchy Reports
- Search by Agent Name or Number
- **HIERARCHY:** The agent's full hierarchy is listed below
- **COMP LEVEL:** The agent's comp level is the Level column

Foresters

- Go to www.foresters.com
- Go to Login > ezbiz
- Log in
- Go to My Biz > Contract, Compensation, & Debt
- Go to More > My Agents then search by Name or Agent ID
- Click Details on the right to view more information
- **HIERARCHY:** After opening the Details page, go to the Hierarchy tab to view the direct upline.
- **COMP LEVEL:** Before opening the Details page, the agent's comp level can be found in the Commission Level column

John Hancock

- Go to <https://agent.johnhancockinsurance.com/login/cred>
- Log in
- Go to My Downline > Find Downline
- **HIERARCHY:** Click the agent's Profile Number to view details. Go to the Hierarchy tab to view the full upline hierarchy.
- **COMP LEVEL:** The agent's comp level is listed to the right of their name on the hierarchy view.

Mutual of Omaha (MOO)

- Go to www.mutualofomaha.com
- Go to Sign In > Sales Professional Access
- Log in
- Click the profile icon in top right

- Go to Appointment Status
- Go to Search and change Search Criteria dropdown to First Initial and Last Name
- **HIERARCHY:** this information is not available online
- **COMP LEVEL:** this information is not available online

NLG

- NLG does not have any downline hierarchy info visible online. **Call them for status.**

SBLI

- Go to www.sbliagent.com
- Log in
- Go to My Business > Commissions
- Hover over the Agent icon in top left, click My Agents
- In the Saved Views dropdown select Agent List By Status
- Under Advanced Search change Show All My Agents to Yes. Click Search.
- Once the list populates, use the Agent Name field to search
- The Agent Code listed is NOT the number we use. Click View More to the right of the agent's info to see the Contract Code - this is the number we use.
- **HIERARCHY:** Click on an agent's code to view their *downline* hierarchy. When the new page loads, go to the Hierarchy tab. Select Commissionable Hierarchy from the dropdown
- **COMP LEVEL:** Copy the Agent Code, usually beginning with a VU.
 - Return to the My Agents page
 - Select "Downline List by Status" instead of "Agent List by Status."

- Select Advanced Search from the right
- Enter the agent code you previously copied
- Click View More on the far right. The agent code will be listed under Tier

Transamerica

- Go to <https://secure.transamerica.com/login/sign-in/login.html>
- Log in
- Find the Agent Net Info (ANI) box and click Launch
- Go to Contracted Agent Report
- Select View All Active Agents then click the Search button
- **HIERARCHY:** The direct upline is listed in the DIRECT RPT column
- **COMP LEVEL:** The agent's level is in the RANK column

UHL

- Go to www.unitedhomelife.com
- Click Agent Login in the top right
- Log in
- Go to My Hierarchy
- Active agents have a green dot by their name. Inactive agents have a red dot.
- Use the search field at the top to find your agent
- **HIERARCHY:** The order in which agents are displayed is their hierarchy
- **COMP LEVEL:** Click on an Agent Code to view details. The agent's level can be found halfway down on the right side. Click the Contract Level link to view commission schedule details