

Support

Partner.Thrivent.com Help

Browsers

This site is best accessed using one of the following browsers:

- Microsoft Edge
- Apple Safari
- Google Chrome

PDF Forms

Some PDF forms may not display correctly in some browsers. To view all PDF forms on our site, [Adobe Acrobat Reader](#) should be installed. You may also need to follow additional steps to ensure quality access to PDF forms.

Google Chrome and Microsoft Edge

All forms should display correctly with [Adobe Acrobat Reader](#) installed.

Safari

Some PDF forms may not display correctly within Safari. These forms should be downloaded to the computer (hold down the Control key while clicking the link, select "Download Linked File As", then choose a location on your computer), then open the PDF using [Adobe Acrobat Reader](#).

Accessing Thrivent Financial Illustrations and Forms

Thrivent Financial will not adjust or alter personal computer configurations, such as troubleshooting:

- Security settings.
- Temporary Internet files.
- Personally installed applications.

Note: Remember that it is not acceptable to share your password with anyone else for any purpose.

Thrivent Financial expects that the personal computer can access the Internet, and we will not provide support for hardware or personal applications.

What's In Scope

- Verifying security settings are met. Note: Minimum requirements to be sent on request confirmation.
- Internet browser settings must be at the default.
- Security settings must be at the default.

What's Out of Scope

- Browser or computer configuration changes.
- Removing/reinstalling personal non-Thrivent Financial software.
- Configuring personal computer to access external websites, such as a popular search site.
- Configuring local area connections to support non-Thrivent Financial equipment.
- Providing wireless access to non-Thrivent Financial computer through Thrivent Financial equipment or personal equipment.

Support Effort

Best Effort Support:

- Ensure minimum requirements are met.
- Ensure access to Internet.
- Troubleshoot errors and workarounds known to Thrivent Financial.
- Validate security profiles.
- Application-specific support (i.e., Illustrations, Thrivent Forms).

If a computer meets minimum requirements and the TSC is unable to provide access, no further escalations will occur. The user must work with whomever

they usually do on personal computer issues. Thrivent Financial will not partner with third-party support teams to set personal settings, such as security settings, administrator levels or temporary Internet files. Best attempt does not include travel to a remote location.

If the TSC is unable to resolve an incident, the user will need to obtain a different computer to try the solution on. The user may need to request on onsite technician (e.g., Geek Squad®), which would be at the cost of the user.

Contact the Technology Service Center at 888-422-5737. Provide your Writing Number and identify that you have questions about the Strategic Partners website.

Appleton Office:
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State regulations require that unless appropriately licensed, appointed (where required), and having completed the necessary initial and ongoing training

requirements (where required), insurance producers must not attempt to solicit, negotiate or sell long-term care insurance. Requirements vary by state.

Please consult your relationship manager or agency manager to confirm product availability and information.

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