

Direct access for specific department needs.

New Business/Underwriting

Case Manager Team: P: 855-288-8149

NaNNewBusiness@sfgmembers.com

- Outstanding requirement questions
- Clarification questions on forms/case decisions

For case status please go to www.northamericancompany.com

Underwriting Hotline: P: 833-240-8660

uw hotline@sfgmembers.com

- Underwriting questions

Quick Quotes:

quickquotes@sfgmembers.com

- Risk Assessments

Elite Team

Team 1 P: 855-841-6375

Customer Contact

P: 877-872-0757 Agent Ext: 32140

lc@sfgmembers.com

- Policy information
- In-force billing
- Request change forms
- Policy values
- Loans/withdrawals availability
- Lapse or grace notice
- Policy cancellation

Claims

P: 800-733-2524 Ext. 32057

F: 877-841-6706

claims@sfgmembers.com

- Filing a death or accelerated benefit claim
- Matured contracts

Commissions

P: 877-872-0757

F: 877-595-8256

nalifecommissions@sfgmembers.com

- Commissions annualization

Policy Change

P: 877-872-0757

pchange@sfgmembers.com

- Conversions, exchanges, and reinstatements
- Changes to face amount, riders, rate class

Contracting

P: 866-322-7068

F: 866-322-7072

nacontracting@sfgmembers.com

Contract status of agents

- Licensing
- Updates to agent or MGA contact information
- Agent change of record requests

In-force Illustrations

P: 877-872-0757 Agent Ext: 32140

lifeillustrations@nacolah.com

- Projected future values for hypothetical changes

Regular mail

North American

P.O. Box 5088

Sioux Falls, SD 57117-5088

Overnight mail

North American

One Sammons Plaza

Sioux Falls, SD 57193-0001



Sales Support for the MGA

800-800-3656 or SalesSupport@nacolah.com

As a secondary resource, sales support is available to help with questions on: case design and product selection, website assistance, product/rider information, web illustration assistance, and competitive information.