

# Your Team Contact Information

## Southeast Region



### Gary Proco

*Regional Vice President, Southeast Region*

Gary is a valued resource for MGAs interested in further developing their life insurance business. As a Regional Vice President, Gary focuses on working with the MGA leadership, internal sales team, and producers to provide some of the best solutions for clients. Having more than 15 years of experience in personal production, Gary understands the day-to-day challenges facing producers.

**Phone:** 800-624-2597  
[gproco@sfgmembers.com](mailto:gproco@sfgmembers.com)

#### Contact Gary for:

- Sales concepts
- Marketing solutions
- Product positioning strategies
- Business building ideas



### Char Tharaldson

*Internal Wholesaler*

As your dedicated internal wholesaler, Char partners with Gary to support, develop, and implement sales and marketing strategies in the Southeast region. Char has been in the life insurance industry for 25 years and has a wealth of product knowledge, sales tactics, and strategic ways to help financial professionals grow their sales. Char is looking forward to working with you to enhance your business.

**Phone:** 800-624-2597  
[ctharaldson@sfgmembers.com](mailto:ctharaldson@sfgmembers.com)

#### Contact Char for:

- Product education
- Case design
- Sales development
- Questions on North American tools and technology

## Direct access for specific department needs.

### New Business & Underwriting

- Outstanding requirement questions
- Clarification questions on forms/case decisions
- For conversions and internal exchanges/replacements, follow the prompts when you call your Copper phone number.

#### New Business Copper Team

P: 833-735-0974

F: 833-676-9430

[newbusinesscopper@sfgmembers.com](mailto:newbusinesscopper@sfgmembers.com)

For case status please go to  
[northamericancompany.com](http://northamericancompany.com)

#### Quick Quotes:

[quickquotes@sfgmembers.com](mailto:quickquotes@sfgmembers.com)

- Risk Assessments

### Customer Contact

P: 877-872-0757

[lc@sfgmembers.com](mailto:lc@sfgmembers.com)

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

### Claims

P: 800-733-2524

F: 877-841-6706

[claims@sfgmembers.com](mailto:claims@sfgmembers.com)

- Filing a death or accelerated benefit claim
- Questions about claim forms
- Claims status questions
- Claim payment questions (already paid claim)

### Commissions

P: 877-872-0757

F: 877-595-8256

[nalifecommissions@sfgmembers.com](mailto:nalifecommissions@sfgmembers.com)

- Commissions annualization

### Policy Change

P: 877-872-0757

[pchange@sfgmembers.com](mailto:pchange@sfgmembers.com)

- Reinstatements
- Death benefit increases
- Addition of riders
- Changes to rate class
- Death benefit option changes from Level to Increasing
- Duplicate policy requests

### Contracting

P: 866-322-7068

F: 866-322-7072

[nacontracting@sfgmembers.com](mailto:nacontracting@sfgmembers.com)

- Contract status of agents
- Licensing
- Updates to agent or MGA contact information
- Errors and omissions
- Agent change of record requests

### Advanced Markets

[advcasedesign@sfgmembers.com](mailto:advcasedesign@sfgmembers.com)

- Advanced case design consultation
- Integrated solutions for client's multifaceted life — personal and business
- Access to comprehensive materials to help support the sales process

#### Dianna Holm

*Advanced Markets, Case Design Consultant*

[DHolm@sfgmembers.com](mailto:DHolm@sfgmembers.com)

701-433-6022

[NorthAmerican@AdvancedUnderwriting.com](mailto:NorthAmerican@AdvancedUnderwriting.com)

#### 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



#### Agent Solutions for the MGA

800-800-3656 or [SalesSupport@nacolah.com](mailto:SalesSupport@nacolah.com)

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