

Your Team Contact Information

West Region

Rich Salerno

Regional Vice President, West Region



Rich is a local and valued resource for MGAs interested in further developing their life insurance business. As a Regional Vice President, Rich focuses on working with business owners and their agents to provide some of the best solutions for their clients. Rich enjoys helping MGAs grow their life business by providing resources and ongoing support.

Office: 800-800-3656 (ext. 87760)
Direct: 312-648-7760
rsalerno@sfgmembers.com

Contact Rich for:

- Client acquisition solutions
- Marketing materials
- Product positioning strategies
- Business building ideas



Anthony Holen

Internal Wholesaler

As your dedicated internal wholesaler, Anthony partners with Rich to support, develop, and implement sales and marketing strategies in the west region. Anthony has been with North American for over 10 years and has a wealth of product knowledge, sales tactics, and strategic ways to help financial professionals grow their business. Anthony looks forward to working with you to develop solutions for your clients.

Office: 800-800-3656 (ext. 36497)
Direct: 701-433-6497
aholen@sfgmembers.com

Contact Anthony 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

New Business Teal Team

P: 833-240-8663

F: 833-676-9430

newbusinessteal@sfgmembers.com

For case status please go to

northamericancompany.com

Quick Quotes:

quickquotes@sfgmembers.com

- Risk Assessments

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

In-force Illustrations

P: 877-872-0757 Agent Ext: 32140

lifeillustrations@nacolah.com

- Projected future values for hypothetical changes

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 Ext: 32170

F: 877-595-8256

nalifecommissions@sfgmembers.com

- Commissions annualization

Policy Change

P: 877-872-0757 Ext: 32720

pchange@sfgmembers.com

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

Contracting

P: 866-322-7068 Ext: 25530

F: 866-322-7072

nacontracting@sfgmembers.com

Contract status of agents

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

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.