

## Who to call at North American

**We're here to help.** To resolve your questions as quickly as possible and help our specialists focus on what they do best, please refer to this handy grid to determine where to direct your calls, faxes and emails.

Topic	Best team to answer your question	Contact information
Outstanding requirements (allocation form, disclosure forms, suitability forms, applications, replacement forms, and transfer forms to add funds to existing policies make an internal transfer)	<b>New Business</b>	Phone: <b>866-322-7067</b> Fax: <b>866-322-7073</b> Email: <i>fixednewbusiness@sfgmembers.com</i>
Suitability review	<b>Suitability department</b>	Phone: <b>877-858-1364</b> Fax: <b>855-293-1608</b> Email: <i>suitability@sfgmembers.com</i>
Licensing, contracting and training	<b>Agency Services-Contracting</b>	Phone: <b>866-322-7068, option 1</b> Fax: <b>866-322-7072</b> Email: <i>nacontracting@sfgmembers.com</i>
Commissions	<b>Agency Services-Commissions</b>	Phone: <b>866-322-7068, option 2</b> Fax: <b>866-322-7072</b> Email: <i>annuitycommissions@sfgmembers.com</i>
Sales support and marketing (what products may suit your clients, agent training, illustrations, marketing materials and promotions)	<b>Marketing and Sales department</b>	Phone: <b>866-322-7066</b> Fax: <b>866-322-5933</b> Email: <i>nannuities@sfgmembers.com</i>
Review/approval of your advertising materials	<b>Advertising Review</b>	Email: <i>Aproductcompliance@sfgmembers.com</i>
Claims	<b>Claims department</b>	Phone: <b>877-880-6367</b> Fax: <b>877-586-0249</b>
Questions on in-force/already-issued policies, transfers to an outside company and other customer service questions	<b>Client Services</b>	Phone: <b>866-322-7069</b> Fax: <b>866-322-7071</b> Email: <i>annuitycorrespondence@sfgmembers.com</i>



## Hours of operation

North American Company for Life and Health Insurance® hours of operation are Monday through Thursday 7:30 a.m. to 5 p.m. and Friday 7:30 a.m. to 12:30 p.m. Central time.



## Secure document upload

Securely upload outstanding new business requirements on our website. You can find the document upload feature under the “My Business” tab.

- Choose a form name from the drop down menu for fast processing.
- View up to 60 days of upload history.



## Who to contact with suitability questions

- Suitability requirements may be sent to New Business or Suitability via fax or email.
- If the Suitability department is asking a question and this information can be taken over the phone, call the Suitability department directly to clear the requirement or answer any other questions they may have based on the information given to them. This could get your requirement removed the same day.



## On the go and need to check your pending business?

### Try our mobile site

Visit [m.NorthAmericanCompany.com](http://m.NorthAmericanCompany.com), enter your user name and password, and follow the steps to get started.

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