

North American Emerald New Business Team

Available 7:30 am - 5:00 pm CST Monday -Thursday, 7:30 am - 12:30 pm CST Friday

Toll Free Telephone #: 800-669-9100

Email: emerald@sfgmembers.com

Fax #: 800-951-9430

EMPLOYEE NAME	EXTENSION	E-MAIL ADDRESS
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UNDERWRITING MANAGER

Roger Hofer	32457	rhofer@sfgmembers.com
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TEAM MANAGER

Monica Kirsch	32427	mkirsch@sfgmembers.com
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UNDERWRITERS

Natalie Moore	38696	nmoore@sfgmembers.com
Amy Chang	38598	achang@sfgmembers.com
Maggie Nygaard	38638	mnygaard@sfgmembers.com
Jill Severson	32602	jseverson@sfgmembers.com
Dave Johnson	38605	djohnson@sfgmembers.com
Taryn Kruse	32147	tkruse@sfgmembers.com

CASE MANAGERS

Provide Customer Service and Process Special Issue, 1035s, APSs, Change requests, and Requirements

Bobbie Kerkvliet	32629	bkerkvliet@sfgmembers.com
Nikki Barnhart	32647	nbarnhart@sfgmembers.com
Nancy Wise	32642	nwise@sfgmembers.com
Caitlin Andersen	32606	candersen@sfgmembers.com
Kelly Harrington	32618	kharrington@sfgmembers.com
Ashley Maier	32623	amaier@sfgmembers.com

NEW BUSINESS SPECIALISTS

Enter in applications, Issue and Mail policies, Assist with incoming calls

Vicki Wallert	32679	vwallert@sfgmembers.com
Chelsee Deffenbaugh	32607	cdeffenbaugh@sfgmembers.com
Ashley Baumeister	32664	abaumeister@sfgmembers.com

NEW BUSINESS ASSOCIATE/6 for All Teams

Open Mail, Handle incoming faxes, Express Mail, Scanning/Indexing Mail Items

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NEW BUSINESS MANAGEMENT TEAM

Pat Grashel - AVP New Business	38652	pgrashel@sfgmembers.com
Stephen Dean - AVP Underwriting	32714	sdean@sfgmembers.com
Gary Brown - VP New Business/Underwriting	32711	gbrown@sfgmembers.com

Mailing Address: North American Company, P.O. Box 5089, Sioux Falls, SD 57117-5089 **Attn:** Emerald Team

Overnight Address: North American Company, One Sammons Plaza, Sioux Falls, SD 57193 **Attn:** Emerald Team

Revised 1/7/13