

Your Team Contact Information

Central Region



Paige Phelps

Regional Vice President, Central Region

Paige has over a decade of experience in the insurance and financial services industry and has a strong record of helping her partners succeed while developing lasting relationships. As a Regional Vice President, she focuses on working with business owners and their agents to identify sales opportunities with their clients.

Contact Paige for:

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

Phone: 402-980-4617
pphelps@sfgmembers.com



AJ Stafslie

Internal Wholesaler

As your dedicated internal wholesaler, AJ partners with Paige to support, develop, and implement sales and marketing strategies in the central region. AJ has a wealth of product knowledge, sales tactics, and strategic ways to help financial professionals grow their business.

Contact AJ for:

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

Phone: 800-632-3643
astafslie@sfgmembers.com

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 Navy phone number.

New Business Navy Team

P: 855-841-6375

F: 833-676-9430

newbusinessnavy@sfgmembers.com

For case status please go to

northamericancompany.com

Quick Quotes:

quickquotes@sfgmembers.com

- Risk Assessments

Customer Contact

P: 877-872-0757

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

- 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

- Commissions annualization

Policy Change

P: 877-872-0757

pchange@sfgmembers.com

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

Contracting

P: 866-322-7068

F: 866-322-7072

nacontracting@sfgmembers.com

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

Advanced Markets

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

Matt Erpelding CLU, ChFC

Advanced Markets, Case Design Consultant

MErpelding@sfgmembers.com

260-704-1552

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

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.