

Your Team Contact Information

Central Region

Andrew C. Herrera

Regional Vice President, Central Region



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

Andrew is a local and valued resource for MGAs interested in further developing their life insurance business. As a Regional Vice President, Andrew focuses on working with business owners and their agents to identify sales opportunities with their clients. Andrew enjoys working directly with MGAs to grow their life business by providing resources and ongoing support.

Contact Andrew for:

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

AJ Stafslie

Internal Wholesaler



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

As your dedicated internal wholesaler, AJ partners with Andrew 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

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 Level to Increasing
- 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.