

# Your team at North American



**John Currier**  
National Vice President  
Office: **605-373-8639**  
[jcurrier@sfgmembers.com](mailto:jcurrier@sfgmembers.com)



**Justin Ackerman**  
Hybrid Wholesaler  
Office: **605-373-8568**  
[jackerman@sfgmembers.com](mailto:jackerman@sfgmembers.com)



**Justin Oppold**  
Hybrid Wholesaler  
Office: **605-373-8671**  
[joppold@sfgmembers.com](mailto:joppold@sfgmembers.com)



**Wyatt Knudson**  
Internal Wholesaler  
Office: **605-595-5788**  
[wknudson@sfgmembers.com](mailto:wknudson@sfgmembers.com)

John Currier, Justin Ackerman, Justin Oppold and Wyatt Knudson are **YOUR** dedicated resources with North American. In addition to providing internal support, they can help you identify and prepare life insurance recommendations for your clients and identify overlooked sales opportunities. John, Justin, and Wyatt can help you launch your business to new heights!



Click the icon or Scan & scroll to explore resources.



Experience North American with your **HGI team** by calling **833-757-0223**.  
For specific needs, see below for option numbers.

## Agent Solutions ..... Option 1

As a secondary resource, Agent Solutions is available to help with website and product information, quotes and illustrations, illustration software tips, and more.

Team inbox: [nsalesdevelopment@sfgmembers.com](mailto:nsalesdevelopment@sfgmembers.com)

## New Business & Underwriting.....Option 2

Team inbox: [NaNNewBusiness@sfgmembers.com](mailto:NaNNewBusiness@sfgmembers.com)

Fax number: 855-288-8150

Quick Quotes: [quickquotes@sfgmembers.com](mailto:quickquotes@sfgmembers.com)

Quick Quote requests can help prepare your agents with reasonable premium expectations. Below are the Quick Quote request qualifications:

- Ages 0-75
- All products available
- APS summaries
- Up to 5 pages of medical records
- Face amounts up to \$5,000,000
- Expected rating class of Table 6 or better
- All narrative underwriting questions

## Policy Change ..... Option 3

Call for assistant on conversions and internal exchanges.

Team inbox: [pchange@sfgmembers.com](mailto:pchange@sfgmembers.com)

Fax number: 855-704-4779

## Customer Contact ..... Option 4

Customer Contact can help you with changing beneficiaries, loan and withdrawal availability, policy cancellation, policy values, forms requests, payment modes, in-force illustrations, and policy lapse/grace.

Team inbox: [lifecorrespondence@sfgmembers.com](mailto:lifecorrespondence@sfgmembers.com)

## Claims.....Option 5

Call for help filing a death claim or accelerated benefit claims.

Team inbox: [claims@sfgmembers.com](mailto:claims@sfgmembers.com)

## Annuity Division

### Sales Support ..... 866-322-7066, Option 3

Jonah Hardenbrook, *Regional Sales Director*, is also available to help with annuities.

Phone: 833-460-3185

[jhardenbrook@sfgmembers.com](mailto:jhardenbrook@sfgmembers.com)

# New Business Contact Sheet

## Your team at North American

**New Business:** 833-757-0223 (Option 2) | **Fax:** 855-288-8150 | **Email:** [NaNNewBusiness@sfgmembers.com](mailto:NaNNewBusiness@sfgmembers.com)



**Amber Steiner**

### Service Account Manager

- Proactive communication to help avoid delay
- High priority/complex case support
- Assist with advanced markets and large case support

## New Business Team

### Case Managers

- Provide frontline customer service and relationship management
- New business case follow-up
- Process day-to-day tasks from start to finish

**Brendan Studer**

**Victoria Calderon**

**Jonathan Ochoa**

**Jessica Cranor**

**Caleb Johnson**

**Angie Barros**

**Artenis Ford**

**Carol Bryan**

**Katie Martin**

**Michelle Armstrong**

**Zach Cook**

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