

# Your team at North American



**Michael Dick**  
*Internal Wholesaler*

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Michael is **YOUR** dedicated resource with North American. In addition to providing internal support, he can help you identify and prepare life insurance recommendations for your clients and uncover overlooked sales opportunities. Michael can help you launch your business to new heights!



Click the icon or Scan & scroll to visit **QuickStart**.




**Direct access for specific department needs.**  
**833-757-0223**  
Press 2, and follow the prompts as listed.

**Agent Solutions** ..... Option 1  
As a secondary resource to Michael, agent solutions is available to help with website and product information, quotes and illustrations, illustration software tips, and more.

**Team inbox:** [SalesSupport@nacolah.com](mailto:SalesSupport@nacolah.com)

**New Business & Underwriting**.....Option 2

**Team inbox:** [PHPLife@sfgmembers.com](mailto:PHPLife@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
- Face amounts up to \$5,000,000
- All products available
- Expected rating class of Table 6 or better
- All narrative underwriting questions
- APS summaries
- Up to 5 pages of medical records

**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:** [lc@sfgmembers.com](mailto:lc@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)

# New Business Contact Sheet

## Your team at North American

**Agent Solutions:** 833-757-0223 (Option 2) | **Fax:** 855-288-8150 | **Email:** [NANewBusiness@sfgmembers.com](mailto:NANewBusiness@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

**Megan Schulte**

**Rebecca Romereim**

**Jolanta Palarz**

**Crystal Sims**

**Zack Weiss**

**Natale Ryan**

**Brooke Piper**

**Nis Lemthi-Phongsavanh**

**Nancy Wise**