

HOW TO DO BUSINESS WITH AMERICAN AMICABLE LIFE INSURANCE COMPANY

Contracting:

- Please submit all contracts to:

See attached for contract scan instructions or fax to 254-297-2110

- For all questions regarding contracting, please contact American Amicable directly at:
800-736-7311 Option 1, 1, 3

Commissions:

- For all questions regarding commissions, please contact American Amicable directly at:
800-736-7311 Option 1, 1, 4

New Business:

- Submission of new business:

See attached for app drop instructions or fax to 254-297-2100

- For all status questions call American Amicable directly at:
800-736-7311 Option 1, 1, 1
- Applications, money and requirements may be mailed directly to American Amicable at:

American Amicable Life Insurance Company
P.O. Box 254
Waco, TX 76702-2549

Website:

- Agents should register on line at www.americanamicable.com for status updates, forms, illustration, product guides.

Illustrations, Product and Marketing Support:

- Please call 888-501-4043 option 1, 1, 2 for software and product support.



Key Contacts

American-Amicable Life Insurance Company of Texas	www.americanamicable.com
IA American Life Insurance Company	www.iaamerican-waco.com
Occidental Life Insurance Company of North Carolina	www.occidentallife.com
Pioneer American Insurance Company	www.pioneeramerican.com
Pioneer Security Life Insurance Company	www.pioneersecuritylife.com

For the quickest, most effective way to reach someone for assistance in one of our service departments; please follow the automated numerical prompts after dialing (800)-736-7311. The following is a list of prompts that can be pressed to reach the various departments:

<u>Department</u>	<u>Prompts:</u>	<u>Department:</u>	<u>Prompts:</u>
Agent Contracting	1, 1, 3	Marketing Sales Agent Hotline	1, 1, 2
Advanced Commissions	1, 1, 4	Supplies	1, 1, 6
Customer Service/Reinstatements	1, 1, 7	New Business Operations	1, 1, 1
Earned Commissions	1, 1, 5		

Departmental Listing

			Ext.	Fax Number
Marketing Sales				
Darren Sliva	Senior Vice-President	dsliva@aatx.com	3466	(254) 297-2709 (254) 297-2140
Rick Weaver	Vice-President	rweaver@aatx.com	3305	(254) 297-2141
Darren Hancock	Assistant Vice-President	dhancock@aatx.com	3203	(254) 297-2143
Mark Psencik	Assistant Vice-President	mpsencik@aatx.com	3415	(254) 297-2142
Angela Funnell	Marketing Technician	afunnell@aatx.com	3450	(254) 297-2145
Gail Thompson	Marketing Assistant	gthompson@aatx.com	3448	(254) 297-2147
Jessica Puryear	Marketing Assistant	jpuryear@aatx.com	3451	(254) 297-2149
Rose Corujo	Marketing Assistant	rcorujo@aatx.com	3445	(254) 297-2144
Executive				
Joe Dunlap	President	jdunlap@aatx.com	3525	(254) 297-2710 (254) 297-2130
Jeanette Stone	Executive Assistant to President	jstone@aatx.com	3283	(254) 297-2130
Operations				
Leah Frerichs	Director of Operations	lfrerichs@aatx.com	3529	(254) 297-2756 (254) 297-2133

New Agent Contract Submission	Website: www.insuranceapplication.com/contractdrop	Fax: (254) 297-2110
New Business Application Submission	Website: www.insuranceapplication.com/appdrop	Fax: (254) 297-2100

Not Sure Who to Call? Contact Marketing Sales

Phone: (800) 736-7311, Prompts 1, 1, 2
Email: marketingassistants@aatx.com

**Main Company Phone Number
(800) 736-7311**

			Ext.	Fax Number
Administrative Marketing Services (Contracting / Commissions)				
Jeanette Higgins	Assistant Vice-President	jhiggins@aatx.com	3258	(254) 297-2110
Arlene Williams	Commission Statements	arlene.williams@aatx.com	3292	(254) 297-2148
Heather Strange	Agent Contracting	hstrange@aatx.com	3811	
Glenda Smith	Agent Contracting	gsmith@aatx.com	3338	
JoDee Archibald	Agent Contracting	jarchibald@aatx.com	3549	
Destiny Sellers	Agent Contracting	dsellers@aatx.com	3256	
Sue Prugh	Agent Contracting	sprugh@aatx.com	3252	
Systems Control / Agent E-File				
Jeanette Higgins	Assistant Vice-President	jhiggins@aatx.com	3258	(254) 297-2110
General Services / Supply				
Bill Auldridge	General Services Manager	bauldridge@aatx.com	3315	(254) 297-2155
Stacie Diaz	Supplies	supplies@aatx.com	3366	(254) 297-2156 (254) 297-2155
New Business / Policy Issue / Underwriting				
		policyissue@aatx.com		(254) 297-2101
		underwriting@aatx.com		(254) 297-2102
Tina Holcomb	Assistant Vice-President	tholcomb@aatx.com	3871	
Melissa Monell	Underwriting Manager	mmonell@aatx.com	3462	
Donna Nelson	Policy Issue Manager	dnelson@aatx.com	3387	
Cindy Saucedo	Chief Underwriter	csaucedo@aatx.com	3870	
Julio Ortega	New Business Supervisor	jortega@aatx.com	3263	
Agent Financing (Commission Advances)				
Mary Farris	Manager	mfarris@aatx.com	3293	(254) 297-2126
Margaret Schroeder	Financing Analyst	mschroeder@aatx.com	3306	(254) 297-2126
Shay Watson	Financing Analyst	swatson@aatx.com	3458	(254) 297-2126
Carrie Dieterich	Financing Analyst	cdieterich@aatx.com	3307	(254) 297-2126
Policy Service				
		pos@aatx.com		(254) 297-2105
Dei Casiano	Assistant Vice-President	dcasiano@aatx.com	3361	(254) 297-2167
Julie Long	Policy Service Manager	jlong@aatx.com	3800	(254) 297-2168
Mendee Moore	Policy Service Supervisor	mmoore@aatx.com	3528	(254) 297-2169
Anselmo Mondragon	Spanish CSR	espanol@aatx.com	3260	(254) 297-2170
Premium Accounting				
		premiumaccounting@aatx.com		(254) 297-2756
Jimmy Weatherby	Manager	jweatherby@aatx.com	3394	
Crystal Palamares	Lead Premium Acct. Rep.	cpalamares@aatx.com	3556	
Tina Kolar	Direct Deposit Allotment	tkolar@aatx.com	3551	
Claims				
		claims@aatx.com		(254) 297-2756
Karen Fulp	Manager	kfulp@aatx.com	3533	(254) 297-2166
Andrea Everett	Claims Analyst	aeverett@aatx.com	3547	(254) 297-2756

Service Hours

8:00 a.m. – 4:45 p.m. Monday – Friday, Central Time (excluding holidays)

Mailing Address

P.O. Box 2549
Waco, Texas 76702-2549