

## HOW TO DO BUSINESS WITH NORTH AMERICAN LIFE:

### Submission of Downline Producer Contracts:

- Please email your **Downline Contracts** with Transmittal to Joelle Huynh at [jhuynh@igroupweb.com](mailto:jhuynh@igroupweb.com)

### Submission of New Business:

- ALL new business applications must be emailed or faxed directly to your assigned Case Manager – **Amber Costello**

**Phone:** 800-799-1628 x131  
**Fax:** 540-301-5129  
**Email:** [amber@igroupweb.com](mailto:amber@igroupweb.com)

### Helpful Tips:

- When faxing or emailing applications, please keep the original application for no less than 90 days. Please note that the original may be requested during this period for audit purposes.
- ON APPLICATIONS WITH MONEY PLEASE WAIT FOR **Amber Costello** TO EMAIL YOU WITH THE POLICY #, AND WRITE IT IN THE MEMO SECTION OF THE CHECK:
- If you do not receive an acknowledgement memo of receipt via email within 1 business day, please call **Amber Costello** for confirmation of receipt
- **DO NOT** SEND APPLICATIONS TO North American Life as they will not be processed.

### Overnight Checks to:

Attn. **Amber Costello**  
**iGROUP Processing Center**  
**11166 Fairfax Blvd., Suite 300**  
**Fairfax, VA 22030**

### Checking Case Status:

- Please register on the NAL website at: <http://www.nacolah.com>
- Contact Amber Costello **800-799-1628 x131**

### Requirements and Money:

- **ALL** Requirements **MUST** be faxed to **Amber Costello**.
- All requirements are sent to North American Life as they are received, however, please allow 3-4 business days for website updates.
- Please be sure to check the website before calling and allow 1 business day for a response. Please be sure to provide a policy number and client name when calling.

### Illustrations and Marketing Support

- Please call 800-800-3656 ext. 10411 for software and product support.