

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

Submission of New Business:

- ALL new business applications must be emailed or faxed directly to your assigned Case Manager – **Andy Franklin**.

Phone: 800-799-1628 x134
Fax: 540-301-6353
Email: andy@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 **Andy Franklin** 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 **Andy Franklin** for confirmation of receipt
- **DO NOT** SEND APPLICATIONS TO North American Life as they will not be processed.

Overnight Checks to:

Attn. **Andy Franklin**
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 Andy Franklin **800-799-1628 x134**

Requirements and Money:

- **ALL** Requirements **MUST** be faxed to **Andy Franklin**.
- 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.