

## HOW TO DO BUSINESS WITH NORTH AMERICAN LIFE:

### Submission:

- ALL new business applications **MUST** be emailed or faxed directly to your Assigned Case Manager – **Jeanne Villa**
- • **Email:** [jeanne@igroupweb.com](mailto:jeanne@igroupweb.com) **Fax:** 703-991-6441 **Phone:** 800-799-1628 x135
- When faxing or emailing applications, agents are **REQUIRED** to keep the original application for no less than 90 days. Please note that the original may be requested during this period for audit purposes.
- The applications must be **UNALTERED**.
- ON APPLICATIONS WITH MONEY PLEASE WAIT FOR **Jeanne Villa** TO EMAIL YOU WITH THE POLICY #, AND WRITE IT IN THE MEMO SECTION OF THE CHECK:

### Overnight Checks to:

Attn. **Jeanne Villa**  
**Igroup Processing Center**  
**4227 Lafayette Center Dr,**  
**Chantilly, VA 20151**

- Fax a copy of the check with the application to **Jeanne Villa**.
- **DO NOT** SEND APPLICATIONS TO North American Life as they will not be processed.
- If you do not receive an acknowledgement memo of receipt via email within 1 business day, please call **Jeanne Villa** for confirmation of receipt.

### Checking Case Status:

- Agents are required to register on <http://www.nacolah.com> to check pending cases status.

### Requirements and Monies:

- **ALL** Requirements **MUST** be faxed to **Jeanne Villa**.
- All requirements are sent to North American Life as they are received, however, please allow 3-4 business days for website updates.
- All initial premium checks should be mailed to the address above with Policy # in Memo Section of Check.
- Please be sure to check the website before calling and allow 1 business day for a response. Please be sure to provide policy number and client name when calling.

### Illustrations and Marketing Support:

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

### Submission of Downline Producer Contracts:

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

## **About North American's SimpleSubmit**

Give your agents a choice between paper and electronic applications. Powered by iPipeline's iGO e-App®, North American's SimpleSubmit helps your agents close sales faster by eliminating the paperwork process. Available for **ADDvantage Term®** and **Custom Guarantee®** universal life insurance, SimpleSubmit puts you on the road to getting paid faster!

### **Ensures apps are in good order to improve turnaround time**

- Required information is completed
- No re-keying of information
- Complete app packet with all supplemental forms

### **Convenient, real time, online paramed scheduling**

- Saves time trying to connect with clients
- No medical questions on e-App—paramed collects information at exam
- All exams done by APPS-Portamedic

### **Signing flexibility**

- Get it all locked up with a face-to-face e-signature (click-to-sign or finger signature on tablet)

Link for SimpleSubmit

<https://pipepasstoigo.ipipeline.com/default.aspx?gaid=6275>