

# Company Contact List

**Do you have a question? Need some help?** Give us a call and we'll do our very best to solve your problem!

## 855-SNL-4SNL

### NEW BUSINESS & UNDERWRITING

The **New Business and Underwriting Department** processes the new applications from entry to issue and mail out. They also provide support to our agents on any pending policies.

New Business	<b>Press "1"</b>
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Underwriting Risk Assessments	<b>Press "5"</b>
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### COMMISSIONS

The **Commissions Department** provides support regarding commission requirements, schedules, and status on payment.

Commissions	<b>Press "2"</b>
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### NEW HIRE & SALES SUPPORT

The **New Hire & Sales Support Department** processes appointment & licensing applications for agents seeking appointment with SNL. Sales Support also fields questions regarding the Agent Portal, our online resource for ordering supplies, uploading new business, ordering lead generation items, checking commission statements, obtaining premium quotes and much more.

New Hire Appointments & Sales Support	<b>Press "3"</b>
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### MARKETING

The **Marketing Department** provides tools and support to increase the sales of our agents. This includes lead generation, surveys, mailers, and contests. The department also provides creative services such as online marketing, advertising, branding, public relations, and printed collateral.

Marketing	<b>Press "4"</b>
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### POLICY SERVICE & DEATH CLAIMS

The **Policy Service Department** provides customer care to our policyholders and funeral homes. We answer customer phone calls, faxes, and emails in a timely and professional manner. Our Customer Care Representatives work together with our agents, field management and funeral homes to ensure the policies you work so hard to sell are taken care of and remain with Security National. We appreciate the help from our agents and field management.

The **Death Claims Department** processes and pays all policyholder death claims. We work with individual policy holders, beneficiaries and funeral homes to provide fast and efficient service. Claims are normally paid within a 24–48 hour window upon receipt of all necessary information.

Policy Services	<b>Press "6"</b>
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