



Key Contacts

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| 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 | | | | (254) 297-2709 |
| Darren Sliva | Sr. Vice-President | dsliva@aatx.com | 3466 | (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 | Sr. Marketing Assistant | 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 | | | | (254) 297-2710 |
| Joe Dunlap | President | jdunlap@aatx.com | 3525 | (254) 297-2130 |
| Jeanette Stone | Executive Assistant to President | jstone@aatx.com | 3283 | (254) 297-2130 |
| Operations | | | | (254) 297-2756 |
| Leah Frerichs | Assistant Vice-President | lfrerichs@aatx.com | 3529 | (254) 297-2133 |

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|--|---|----------------------------|
| 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 (254) 297-2148 |
| Arlene Williams | Commission Statements | arlene.williams@aatx.com | 3292 | |
| 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 Auldrige | General Services Manager | bauldrige@aatx.com | 3315 | (254) 297-2155 (254) 297-2156 |
| Stacie Diaz | Supplies | supplies@aatx.com | 3366 | (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 | 3470 | |
| 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 (254) 297-2125 |
| 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 Supervisor | 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 | Lead 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