



FIELD MEMO

Date: August 14, 2008

To: North American Company Annuity Distributors and Producers

From: North American Company Annuity Division

SUBJECT: Annuity Agent Recertification

In 2003, North American's Annuity Division introduced an Annuity Agent Certification training program. This program has enabled North American agents to become some of the best-trained field forces in the industry.

As part of ongoing maintenance for this training program, Annuity Agent Recertification is now required on a biennial basis. Recertification will consist of approximately 15-20 questions that will help agents stay current with industry trends, new product features and much more.

Agents will have until December 31, 2008, to complete this recertification. Keep in mind, recertification must be successfully completed for agents to remain contracted with North American's Annuity Division through December 31, 2010.

Simply go to the [North American website](#) and follow the steps below to complete the recertification process. Once completed, North American will immediately update agents' records.

1. Login using agent username and password
2. Select Resources
3. From the main resources page, select "Agent Certification" (found on the left-hand menu)

Helping to maintain high quality standards will aid North American in remaining committed to being a proud supplier of quality annuity products and services.

As always, North American appreciates our agents' annuity business. Questions should be directed to the Marketing Support team at 866-322-7066.

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If you would like to be removed from North American Company's fax/email distribution, please call 866-322-7066 or email nacolahannuities@nacolah.com. During the removal period, you may receive some offers that were already in process when your request was received.

At North American, we value your feedback. Please email me with any questions or comments. I look forward to hearing from you!

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