

Robert W. Buchanan, CLU, LLIF

Vice President — New Business & Underwriting
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MIDLAND NATIONAL

Life Insurance Company

Midland National Life. To best serve your Underwriting needs, our Department uses a team *approach*. While you have an Underwriter and Case Manager specifically assigned to you, others on your team are standing by to assist as needed. The **Red Team** has been assigned to process your business. The enclosed Directory lists the members of your team. Feel free to call them.

At Midland National Life, policy issue is easy, efficient, and **effective**. However, if you have any questions, please contact the following:

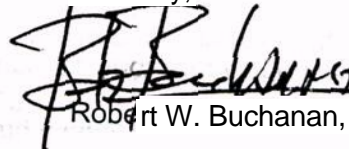
- For information regarding pending cases, or general questions, contact your Case Manager, Nikki Barnhart. at Extension 38509.
- For specific underwriting questions, contact your Underwriter Linda Main at Extension 32421.
- Cases over \$ 2 million are personally handled by our Director of Underwriting Services, Roger Hofer and Case Manager, Lynn Bruns, at Extension 32496.

A very valuable source of up-to-the-minute information is our website. I encourage you to sign on to **www.mnlife.com** follow the instructions to obtain a user name and password. Once this is completed, click on **MNL Sales Associate** and then **Servicing Your Sale**. Here you will find links to such helpful items as:

- The Pending Business Report
- SmartForms
- Management Reports
- Underwriting Requirements
- Our Agency Manual
- Your Underwriting Team

We pride ourselves in strong relationships with our partners who sell our products I hope you will visit with your Underwriter or your Case Manager anytime you have a question about your pending business. If I can be of assistance on any matter, please feel free to give me a call Thank you for choosing Midland National Life and we are looking forward to doing business **with you**.

Sincerely,



Robert W. Buchanan, CLU, LLIF

**New Business RED Team
Ready to Assist you**

**TOLL FREE NUMBER 877-526-1482
(Available 6:30 am - 5:00 pm Monday -Thursday CST, 6:30 am - 1 2:30 pm Friday CST)**

FAX NUMBER -605-373-8571

EMPLOYEE NAME	EXTENSION	E-MAIL ADDRESS
TEAM LEADER/Underwriter		
Sue Bowne	32432	sbowne@mnlife.com
TEAM DIRECTOR/ASSISTANT MANAGER		
Christi Brown	32431	cab0527@mnlife.com
UNDERWRITERS		
Dave Johnson	32489	diohson@mnlife.com
Carol LeDonne	32472	cledonne@mnlife.com
Linda Main	32421	lmain@mnlife.com
* Large Case Contact		
CASE MANAGERS		
Provide Customer Service and Process Special Issue, 1035s. APSs. Change Request and Requirement*		
Heather Bunkofske	32495	hbunkofske@mnlife.com
Jennifer Friman	32458	ifriman@mnlife.com
Sandi Tooley	32492	stooley@mnlife.com
Jennifer Schettler	32400	jschettler@mnlife.com
Nikki Barnhart	38509	nbarnhart(5)mnlife.com
New Business Specialist		
Enter in applications, Issue and Mail policies. Assist with incoming calls		
Elaine Lofswold	32437	elofswold@mnlife.com
Judv Jensen	32435	jjensen@mnlife.com
Daneltc Galhavy	32424	dgalbavy@mnlife.com
Lisa Gocmbcl	32416	mgoembel@mnlife.com
Alison Schmidt	32757	aas2757@mnlife.com
Lisa Voeltz	32485	lwise@mnlife.com
New Business Associates		
Open Mail. Handle incoming faxes. Express Mail. Scanning/Indexing Mail Items		
Sharen Bunjer	32456	sbunjer@mnlife.com
Kim Van Engen	32497	kvanengen@mnlife.com
-Roger Hofer, Director of Underwriting is the primary contact for Large Cases, Extension 32466, E-mail, rhofer@mnlife.com		