

# The Kansas City Life Insurance Company Calling Guide

*Home Office contacts and  
policyholder information  
at your fingertips*

*SUMMER 2015*



**Home Office: 816-753-7000**



# INFORMATION AT YOUR FINGERTIPS

## Kansas City Life Insurance Company

Main Number – 816-753-7000

- During business hours, a live operator will assist you.
- After business hours, the following script will direct your call.

*Hello and thank you for calling Kansas City Life Insurance Company. Our office is closed. Regular office hours are from 8 a.m. to 4:15 p.m., Monday through Friday, CT. If you are using a rotary phone, please call back during regular business hours.*

- If you know your party's extension .....Press 1
- If you need to make a claim regarding an accident, a disability or a deceased policyholder .....Press 2
- For Group dental coverage.....Press 3
- To check or change information on a life insurance policy.....Press 4
- For the agent's department directory.....Press 5
- If you need emergency assistance.....Press 9
- Thank you.

### Toll-Free Number – 800-572-2467

This toll-free number is exclusively available for agent assistance 24 hours a day, seven days a week. Your call is answered by an automated system that offers the following options:  
*Hello and thank you for calling Kansas City Life Insurance Company.*

- If you know your party's extension ..... Press 1 *(Allows you to dial the extension of your choice. For your convenience, an extension listing is attached.)*
- For policy and billing information ..... Press 2 *(Connects you to the Interactive Voice Response [IVR] system to obtain policy information.)*
- For a department directory ..... Press 3 *(Sends you to the Department Directory Sub menu listed below.)*

**Main number.....816-753-7000**

**Dial-through number.....816-753-7299**

**Corporate fax .....816-753-4902**

**Internet fax.....816-561-2415**

**Agents' toll-free number.....800-572-2467**

### Department Directory Sub Menu

- For Agency Licensing and Contracting..... Press 1
- For Commission Accounting..... Press 2
- For Field Technology Support ..... Press 3
- For Premium Collection..... Press 4
- For Sunset Financial Services..... Press 5
- For Underwriting and New Business ..... Press 6
- For Variable Administration ..... Press 7

## POLICYHOLDER INFORMATION – INTERACTIVE VOICE RESPONSE

Interactive Voice Response (IVR) is an easy-to-use automated system that provides you with important policy information. You can access IVR by calling any Kansas City Life telephone number and dialing ext. 4650 or selecting the Policy and Billing Information option. Once connected, the script will help you obtain the following information:

- Policy values .....Press 1
- Premium payment information .....Press 2
- Agency information.....Press 3
- Variable unit values of the variable subaccounts .....Press 4
- Policyholder's phone number .....Press 5
- To repeat this message .....Press 9
- To speak with a Customer Services Representative ...Press 0

With IVR, you can check multiple policies while on the same call. And, of course, a customer service representative is available to assist you during normal business hours.

## VOICEMAIL

Most associates at Kansas City Life have voicemail in the event they are unable to take your call. Here are some useful tips:

### **"0" Revert**

You can always get out of voicemail by pressing "0." Your call will be redirected to the operator or another person designated by the associate.

### **"0" Extension**

If you're in someone's voicemail but wish to try another party's extension, press "0" + extension number. This must be done quickly or your call will revert.

### **Express Messaging**

You can leave a message with your party without calling his or her extension. This option may be useful when calling after regular business hours. Simply use the toll-free number and press 1 + 800 + your party's extension followed by #. The system will bypass all rings and take you directly to your party's voicemail.

### **"0" + 800 Express Messaging**

You can leave a message with several parties during one call. After leaving your message, press 0 + 800. You will then be prompted for the next extension and taken directly into that party's voicemail. Repeat as often as needed. For your convenience, please ensure you have a list of extensions readily available.



KANSAS CITY LIFE

# Interoffice Directory

## ACCOUNTING OPERATIONS

### PREMIUM COLLECTIONS

**McMullin, Kim** .....8619

### MILITARY ALLOTMENT

Dobbins, Cheryl .....8617

## ACTUARIAL / REINSURANCE

Boyle, Julie .....8193

**Bush, Aaron** .....8298

**Daniel, Jill** .....8297

Dolliver, Matt .....8532

**Gardino, Brenna** .....8450

Hayes, Sundi .....8656

**Kesler, Lendy** .....8258

**Metzler, Dave** .....8796

**Milton, Mark** .....8345

**Remfert, Don** .....8278

Robinson, Lynn .....8586

Zinkiewicz, Jami .....8407

### GUIDEONE

Burns, Sarah .....8798

### ILLUSTRATION

Service and Support Desk .....8162

## AGENCY ADMINISTRATION

**Kelley, Keith** .....8533

### COMMISSION ACCOUNTING

Automatic Distribution Line .....8161

Boosman, Lisa .....8692

Davis, Tiffany .....8628

Gonzalez, Margaret .....8497

Guerra, Pam .....8349

**Milroy, Matt** .....8376

### LICENSING & CONTRACTING

Automatic Distribution Line .....8042

Jimenez, Jenn .....6452

**Milroy, Matt** .....8376

Reyes, Velma .....6479

## CORPORATE SERVICES

### MAIL CENTER

Fetters, Jim .....8340

**Young, Nancy** .....8625

Distribution Services .....8340

### PRINT SHOP

Trevino, Mike .....8433

Print Shop Line .....8256

### PURCHASING & SUPPLY

**Boosman, Tom** .....8218

Email .....supply@kclife.com

Call-in orders / Supply Desk .....8247

Fax orders .....816-753-4902

## CUSTOMER SERVICES AND LIFE CLAIMS

### CUSTOMER SERVICES

Automatic Distribution Line .....	8060	Jones, Shelly .....	8168
Alexander, Audrey .....	8624	Kelsey, Tiffany .....	8629
Anderson, Margie .....	8658	Mabion, Rochelle .....	8342
Baker-Cossey, Kathy .....	8806	Mason, Sherri .....	8604
Boehm, Terri .....	8523	McGuire, Michael .....	8156
Brown, Morris .....	8834	Moen, Gary .....	8629
Burton, Denesha .....	8657	Schenk, David .....	8326
Combs, Sheilah .....	8600	Shields, Constance .....	8690
Conley, Marta .....	8590	Shubkagel, David .....	8328
Cooper, Evelyn .....	8530	Sparks, Donna .....	8382
Cross, Stella .....	8601	Stuart, Sherita .....	8507
Harris, Pat .....	8838	Toney, David .....	8805
Henderson, Donna .....	8529	Watson, Ralph .....	8159
Hoover, Gerilynn .....	8632	White, David .....	8570
Howard, Stephanie .....	8674		

### INDIVIDUAL LIFE AND GROUP LIFE CLAIMS

Allen, Rob .....	8404	McClish, Stacey .....	8837
Jones, Janice .....	8870	Neel, Lynn .....	6417

### CUSTOMER SERVICES AND LIFE CLAIMS MANAGERS

<b>Bergner, Karla</b> .....	8527	<b>Ropp, Richard</b> .....	8573
<b>Brocato, Ryan</b> .....	8602	<b>Shields, Donna</b> .....	8572
<b>Elcock, Kathy</b> .....	8462	<b>Snoddy, Anne</b> .....	8789

## CUSTOMER SERVICES SUPPORT

### SPECIAL PLAN, TAX, VARIABLE AND QUALIFIED PLAN ADMINISTRATION

Automatic Distribution Line .....	8050	Smith, Juanita .....	8384
Albert, Crystal .....	8248	Stadter, Rhonda .....	8431
Faulk, Dean .....	8589	Weigel, Jason .....	8398
Finley, Barry .....	8239	Wright-Morrison, Melissa .....	8516

### SINGLE PREMIUM IMMEDIATE ANNUITY ADMINISTRATION

Collins, Karen .....	6401	Stark, Chris .....	8212
Combs, Diana .....	6418		

### CUSTOMER SERVICES SUPPORT MANAGERS

<b>Alexander, Marci</b> .....	8474	<b>Rhoad-Fetters, Karrie</b> .....	8655
<b>Dawson, Tona</b> .....	8336	<b>Palmer, Cheri</b> .....	8524

## CLAIMS SUPPORT AND ADMINISTRATION

### ANNUITIES

Fifer, Connie .....	8575	Stadter, Rhonda .....	8431
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### RIDER/WAIVER OF PREMIUM, A&H AND LIVING BENEFITS

Automatic Distribution Line .....	6090	Grady, Amy .....	6439
Anderson, Carl .....	6441	<b>Rhoad-Fetters, Karrie</b> .....	8655

### CLAIMS SUPPORT AND ADMINISTRATION MANAGERS

<b>Alexander, Marci</b> .....	8474	<b>Rhoad-Fetters, Karrie</b> .....	8655
<b>Dawson, Tona</b> .....	8336	<b>Ropp, Richard</b> .....	8573

## FIELD TECHNOLOGY SUPPORT

<i>Field Technology Support Line</i> .....	8511	Moppin, LeeAnn.....	8446
Donica, Mike .....	8155	Ramirez, Al .....	8511
Evans, Dennis.....	8511	Williams, Jason.....	8511
Fonseca III, Danny.....	8511		

## GROUP

**Knott, Tim** ..... 8812

### GROUP ADMINISTRATION

<i>Automatic Distribution Line</i> .....	8302	<b>Paxton, Karla</b> .....	<b>8840</b>
Gonzales, Stephanie.....	8792	<b>Sims, Karen</b> .....	<b>8660</b>
Kamradt, Mychaelyn .....	8564	Weaver, Janice.....	8452

### Group Client Services

Bowman, Tammy .....	8417	Hardwick, Devena.....	8764
<b>Brungardt, Jodella</b> .....	8612	James, Christina.....	8779
Handzel, Angie .....	8648	Reniker, Sue .....	8249

### GROUP CLAIMS

<i>Dental and Vision Claims</i> .....	6045	<i>Group Death Claims – Donna Shields</i> .....	8572
<i>Group Disability Claims (STD &amp; LTD)</i> .....	888-305-0590		

### GROUP POLICY ISSUE

Bruno, Kathy .....	8756	Roesch, Pam .....	8709
<b>Nix, Errin</b> .....	8841	Sutton, Chris.....	8872

### GROUP RATING AND RENEWAL

Clark, Karla .....	8413	<b>Forbes, Tami</b> .....	8536
DeMar, Nancy.....	8504		

### GROUP SALES

<i>Automatic Distribution Line</i> .....	8200	Kruse, Landon .....	8749
Angotti-Bilbo, Amy.....	8860	<b>Parker, Talva</b> .....	8695
Cook, Vanessa .....	8854	Paull, Sheli .....	8815
Cress, Jamie.....	8565	Petroll, Debbie .....	8273
Dutton, Chelsea.....	8843	Redig, Maureen .....	8773
Gilroy, Scott.....	8609	Schilly, Katie.....	8313
Hammon, Beth.....	8719	Shaw-Potter, Vanessa .....	8883
Keltner, Steve.....	8201	Werner, Katie.....	8882
Kramer, Holly .....	8710		

### GROUP UNDERWRITING

Barajas, Kim .....	8813	Medellin, Renee .....	8331
DiLorenzo, Vince .....	8568	Paredes, Jamie .....	8865
<b>Fortmann, Keith</b> .....	8662	Williams, Megan .....	8816
Gillette, Russ .....	8693		

## INVESTMENTS

<b>Knapp, Tracy</b> .....	8216	Schoeb, Kurt.....	8689
<b>Laird, David</b> .....	8296	<b>Williams, Phil</b> .....	8763
Mack, Steve.....	8680		

## LEGAL

Harvison, Scott.....	8245	Poe, Janice.....	8857
<b>Langland, Timothy</b> .....	8434	Rose, Kimberley .....	8428
<b>Mason, Craig</b> .....	8308	Welch, Heather .....	8236
O'Connor, Matt .....	8242		

## NEW BUSINESS

**Augustine, Mike** ..... 8253      **Seuferling, Joyce** ..... 8513  
**Potter, Stacy** ..... 8823

### NEW BUSINESS ADMINISTRATORS

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*New Business Status Line* ..... 8025  
Alvarez, Laura                      Butkovich, Diana                      Mosley, Mariah  
Arnone, Carrie                      Dehmer, Debbie                      Olivarez, Diana  
Brammer, Shawn                      Mascarenhas, Stephanie                      Pappas, Mary

### REISSUE ADMINISTRATORS

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Gardner, Beth ..... 8459      Weber-Mooney, Mary ..... 8701

### SUPPORT TEAM New Business Assistant

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Edmonds, Nancy ..... 8670

## OPERATIONS

**Ropp, Steve** ..... 8892      Taylor, Bert ..... 8596  
Meza, Kara ..... 8370

## SALES AND MARKETING

**Krebs, Don** ..... 8503      Bode, Tina ..... 8464  
**Beasley, Ryan** ..... 8730      Farrell, Rachael ..... 8502

### ADVANCED SALES / BUSINESS INSURANCE

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Genova, Cheryl ..... 8482      **Sinor, Donna** ..... 8896

### FIELD DEVELOPMENT

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Wilcox, Misty ..... 8228

### COMMUNICATIONS

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**Dinkel, Sheryl** ..... 8467      Schrepel, Bryan ..... 8608  
**Ernzen, Katie** ..... 8484      Sexton, Henna ..... 8480  
Olinger, Mary Jo ..... 8423      Steffes, Alyssa ..... 8377  
Paxton, Chris ..... 8320      Zimlich, Jessica ..... 8641

### CONFERENCE & TRAVEL SERVICES

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**Leodler, Kara** ..... 8321

### MARKETING FINANCE / AGENT BENEFITS

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Faherty, Leigh Ann ..... 8502      **Wilcox, Jim** ..... 8389

### SALES TRACKING & REPORTING

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**French, Dale** ..... 8355      **Wilcox, Jim** ..... 8389  
Pick, Jamey ..... 8898

### MEDIA SERVICES

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Barker, Lance ..... 8438

### SALES DEVELOPMENT

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Allard, Scott ..... 8515  
**Zadeh, Steve** ..... 8167

### SUNSET FINANCIAL SERVICES

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**Brandt, Janice** ..... 8769      Peil, Kristen ..... 8844  
**Denney, Susie** ..... 8454      **Ullom, Kelly** ..... 8338

**TAXES – CORPORATE**

**Nogalski, John** .....8264      Van Denabeele, Matt.....8592  
Phelps, Debbie.....8252

**TAX / QUALIFIED PLAN**

*Automatic Distribution Line* .....8050

**UNDERWRITERS**

Armour, Nick.....8895      Hays, Randy .....8623  
Brown, Steve .....8241      Taylor, Todd .....8322  
Hasse, Nancy .....8225

**VARIABLE ADMINISTRATION**

*Automatic Distribution Line* .....8050



**KANSAS CITY LIFE**

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