

Administration

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|--------------|-------|--|-------------------------|
| Dana Sommers | x3142 | dsommers@grotenhuis.com | Chairman |
| Dean Ferris | x3117 | dferris@grotenhuis.com | Chief Executive Officer |
| Don Vroon | x3147 | dvroon@grotenhuis.com | President |

Marketing & Field Services

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|------------------|----------------|-------|--|--|
| Andrew Ferdinand | C 231-357-5400 | x3516 | aferdinand@grotenhuis.com | Executive VP and Director of Marketing Northern Michigan |
| Leslie Fischer | C 616-425-8014 | x3137 | lfischer@grotenhuis.com | Director of Marketing - West Michigan |
| Tammy Deur | C 616-970-7049 | x3154 | tdeur@grotenhuis.com | Director of Marketing - West & Southwest Michigan |
| Kevin Kaplan | C 616-970-7752 | x3513 | kkaplan@grotenhuis.com | Director of Marketing - Central Michigan |
| Cheryl McCarthy | | x3109 | cmccarthy@grotenhuis.com | Marketing Coordinator - Individual Products |
| Cheryl Peters | | x3306 | cpeters@grotenhuis.com | Vice President of Corporate Information |

Agent Services

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|--------------------------|--|-------|--|--|
| Diane Berry | | x3131 | dberry@grotenhuis.com | Vice President of Agent Services |
| Keenan Young | | x3107 | kyoung@grotenhuis.com | Individual Business - BCBSM / BCN |
| Lori Zenner | | x3139 | lzenner@grotenhuis.com | Individual Business - BCBSM / BCN |
| Mollie Sikkema | | x3105 | msikkema@grotenhuis.com | Agent Services Team Lead - Proposals & New Business |
| Caroline Smith | | x3122 | csmith@grotenhuis.com | Proposals - Group Health BCBSM / BCN |
| Marie Bast | | x3116 | mbast@grotenhuis.com | Proposals - Group Health BCBSM / BCN |
| Heather Earles | | x3143 | hearles@grotenhuis.com | Group New Business BCBSM / BCN |
| Jill Young | | x3129 | jyoung@grotenhuis.com | Group New Business BCBSM / BCN |
| Sara Ortiz | | x3106 | sortiz@grotenhuis.com | Agent Services Team Lead - GWC & RRC's |
| Chris Nnilo | | x3512 | chnilo@grotenhuis.com | Group Wide Change & RRC Underwriting BCBSM / BCN |
| Jennifer Ignasiak | | x3134 | jignasiak@grotenhuis.com | Group Wide Change & RRC Underwriting BCBSM / BCN |
| Marta de Cardenas-Alonso | | x3112 | mdecardenas@grotenhuis.com | Group Wide Change & RRC Underwriting BCBSM / BCN |
| Julie Molenda | | x3315 | jmolenda@grotenhuis.com | Communication Coordinator & Agent Services Team Lead |
| Denise Fett | | x3118 | dfett@grotenhuis.com | Administrative Support |
| Nicole Steckler | | x3151 | nsteckler@grotenhuis.com | Administrative Support |

Membership, Billing & Commission Services

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|-------------------|--|-------|--|---|
| Penny Graham | | x3307 | pgraham@grotenhuis.com | Vice President of Membership, Billing & Commission Services |
| Sharon Corrigan | | x3124 | scorrigan@grotenhuis.com | Manager of Membership & Billing |
| Beth McBride | | x3115 | bmcbride@grotenhuis.com | BCBSM / BCN Claims |
| Jan Misiak | | x3156 | jmisiak@grotenhuis.com | Membership & Billing Services |
| Laura Roiter | | x3123 | lroiter@grotenhuis.com | Membership & Billing Services |
| Melissa Wright | | x3133 | mwright@grotenhuis.com | Membership & Billing Services and Agent Commissions |
| Robyn Scarbnick | | x3153 | rscarbnick@grotenhuis.com | Membership & Billing Services |
| Roshanta Anderson | | x3113 | randerson@grotenhuis.com | Membership & Billing Services |
| Sandy Biziorek | | x3309 | sbiziorek@grotenhuis.com | Ancillary Services |
| Sheri Grzeskowiak | | x3157 | sgreskowiak@grotenhuis.com | Membership & Billing Services |
| Sue Faasse | | x3152 | sfaasse@grotenhuis.com | Membership & Billing Services |
| Sue Flik | | x3136 | sflik@grotenhuis.com | Agent Commissions |

LOCATIONS

Main Office
 588 3 Mile Road NW Suite 101
 Grand Rapids, MI 49544-8221

 P.O. Box 140167
 Grand Rapids, MI 49514-0167

Traverse City
 1020 Hastings St.
 Suite 105
 Traverse City, MI 49686

QUEUE OPTIONS

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|---|--------------|
| Membership & Billing Services | x 1 |
| Proposal Services - Group BCBSM / BCN | x 2 |
| Group New Business - BCBSM / BCN | x 8 option 1 |
| Individual Business - BCBSM / BCN | x 8 option 2 |
| Group Wide Change & RRC's - BCBSM / BCN | x 4 |
| Operator | x 0 |

Kalamazoo

5945 West Main St. Suite 106
 Kalamazoo, MI 49009

Alpena

124 East Chisholm St.
 Alpena, MI 49707

TEAM E-MAILS

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|--------------------------------------|--|
| Membership & Billing | billing@grotenhuis.com |
| Proposals - Group Health BCBSM / BCN | proposals@grotenhuis.com |
| Individual Business | individualenrollment@grotenhuis.com |
| Ancillary Services | lifeproposals@grotenhuis.com |
| Supplies | supplies@grotenhuis.com |