

RegEd Q&A

Why the change to the RegEd platform?

A) RegEd is a well-known vendor. To allow for a simpler, more user-friendly product training format. Courses will be offered by product to allow ala carte selection.

Will current training convert over to RegEd?

A) Yes, Training will convert over to RegEd.

What are the training codes and when would we use them?

A) RegEd allows agents to enter a “product code” if specific training isn’t yet assigned or if they are an agent who is not contracted with us yet. Refer to product code list on page 2.

When and how will new agents get notified of training requirements?

A) The process is exactly the same as today. The only changes are that IF the agent is a RegEd user, they will also get an email from RegEd advising they have new training to take.

How will existing agents be notified of new training requirements?

A) If they are registered with RegEd, they will get an email from RegEd, in addition to communications sent directly from North American.

Can an agent use their Corporate TIN to complete training on RegEd?

A) No, training must be completed under the agent’s Social Security Number.

How can agents check their training requirements and completions?

A) Agents can check training completions and requirements via our website (www.NorthAmericanCompany.com) or RegEd’s website (<https://secure.reged.com/TrainingPlatform/>).

How and when will the training be reflected on North American’s website?

A) 24 hours after the training is completed, training will be reflected on North American’s website.

What is the process when we add a new feature to an existing product (i.e. income rider)?

A) New Product – New Module

B) New Rider/Feature – all modules that it is available on will be updated and “re-assigned” to the agents. Once they re-take 1 module that includes the new feature, the others will update within 24 hours.

How often will the training be required (both compliance and product)? Is recertification still required?

A) The training is now one and done – there is no longer a yearly requirement. The only time agents would need to re-take a module is if a new rider/feature becomes available. For compliance manual, there will be an alternative process identified outside of RegEd. More to come on that.

Call Sales Support with Questions!

866-322-7066

RegEd Q&A - Product Codes

Product Code	NAC Module Name
15SFGNAC_01	NAC BenefitSolutions Series
15SFGNAC_13	NAC IncomeChoice With Threshold Participation REV 5-2016
15SFGNAC_09	NAC RetireChoice & Income Pay Plus/Income Pay Riders
15SFGNAC_16	NAC Performance Choice Series & Income Pay Plus with Threshold Participation REV 8-16
15SFGNAC_05	NAC Traditional Fixed & SPIA
15SFGNAC_10	NAC Additional Fixed Index Annuities & Income Pay Plus/Income Pay Riders
15SFGNAC_07	NAC Compliance and Annuities 101
15SFGNAC_11	NAC Charter Plus
15SFGNAC_17	NAC FoundationChoice Series PRT 12-16

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