

TWIN CITIES LOCAL

**Have a question or need information?
Just follow the numbers... (It'll save you time!)**

1.

Help Us Help You!

Before you call or email for staff assistance, try the SAG-AFTRA website: www.sagaftra.org. There's a lot of great information at your fingertips.

We want to help you as quickly and efficiently as possible. These are some of the ways YOU can help US serve you better.

2.

Save a Dime!

OR download the new SAG-AFTRA APP at sagaftra.org/app

Your union in your pocket

- Use as a digital membership card
- Track residuals
- Add events to your calendar
- Keep tabs on projects

Don't forget the Twin Cities Local has its own web pages with news and information: sagaftra.org/tc

3.

Call or Email your staff in Chicago.

Still can't find what you're looking for?...

Make sure to choose the right department!

Contracts? Membership Services? Residuals? Professional Representatives (agents and managers)? Something else? See the Twin Cities Contact Information Sheet below.

4.

Is it a Contract Matter?

If yes, be prepared!

Before you call or email, know the following:

- Type of contract you worked under
- Date you worked
- Name of the project (For commercials know the name of the ad agency/ product. For recording sessions, know the label, song and artist.)

Also, be sure to have the following readily available:

- Member ID number
- Backup paperwork, if applicable
- Any relevant details regarding your issues or concerns

There's more! ↓

5.

Live! From Chicago

OK, now that you're speaking to a staff member, try and get right to it.

- Confirm you've reached the right department
- Let them know you're a SAG-AFTRA member
- Provide the name of your local
- Identify from where you are calling

6.

Take notes!

When you speak to a representative, write down their name and keep it handy for future use. You'll want to ask for them directly the next time you call or email.

7.

Things you CAN'T

DO over the phone...

Make payments!

The Membership Department cannot accept any payments over the phone. You can pay by mail, online, or in person. If you have a question about

your dues, be ready to say which dues period you are

calling about.

**Dues periods run the same every year:
May 1 – October 31; November 1 – April 30**

Update information!

You cannot update your personal information (mailing address, email, etc.) over the phone. You can do it online, or by sending a written update with your signature by mail, fax, or by scanning the page with your signature into a PDF and using email. The Chicago Membership Department fax number is **(800) 599-1675**.

Or, track residuals!

You cannot get information about recently mailed or in-process residual payments over the phone. Instead, use the online residual Tracker available at <https://www.sagaftra.org/member-services/residuals-tracker>

8.

All residuals - Go west!

Other questions regarding TV/Theatrical residuals: **(800) 205-7716** (make sure to listen to the menu to get

the correct area within residuals) or residuals@sagaftra.org.

Questions about Commercial reuse payments should be directed to the Chicago Commercials Contract Department: **(312) 573-8081**

Looking for an agent or manager?

9.

Professional Representatives

You can find a list of agents or managers on the website at www.sagaftra.org/professionalrepresentativesforms

10.

**SAG-AFTRA Health Plan
SAG-Producers Pension Plan
AFTRA Retirement Fund**

If you have questions about your health plan, you should call: **(800) 777-4013**
SAG-Producers Pension Plan: **(800) 777-4013**
AFTRA Retirement Fund: **(800) 562-4690**

The union is separate from the health plans.

SAG-AFTRA TWIN CITIES LOCAL SUPPORT CONTACT LIST

CONTRACT/SUBJECT	CONTACT	DIRECT LINE	EMAIL ADDRESS
Agency – see “Professional Representatives” below			
Commercials	Sean Hennessy Gianna Consalvo	312.867.2549 312.867.3712	sean.hennessy@sagaftra.org gianna.consalvo@sagaftra.org
Corporate/Educational	Sean Hennessy Gianna Consalvo	312.867.2549 312.867.3712	sean.hennessy@sagaftra.org gianna.consalvo@sagaftra.org
Dancers	Jolene Jones	312.867.5507	jolene.jones@sagaftra.org
Infomercials	Sean Hennessy Kathy Byrne	312.867.2549 312.867.5508	sean.hennessy@sagaftra.org kathy.byrne@sagaftra.org
Interactive	Sean Hennessy	312.867.2549	sean.hennessy@sagaftra.org
Membership	Kathy Nelsen	312.867.2541	kathy.nelsen@sagaftra.org
Music Videos	Jolene Jones	312.867.5507	jolene.jones@sagaftra.org
New Media	Sean Hennessy	312.867.2549	sean.hennessy@sagaftra.org
Professional Representatives (formerly Agency)	Kathy Byrne	312.867.5508	kathy.byrne@sagaftra.org
News and Broadcast	Paula Weinbaum	312.867.2548	paula.weinbaum@sagaftra.org
Residuals, Film/TV	Residuals Department	323.549.6505	residuals@sagaftra.org
Short and Student Films	Kathy Byrne	312.867.5508	kathy.byrne@sagaftra.org
Singers	Jolene Jones	312.867.5507	jolene.jones@sagaftra.org
Sound Recordings	Jolene Jones	312.867.5507	jolene.jones@sagaftra.org
Stunt and Safety	Kathy Byrne	312.867.5508	kathy.byrne@sagaftra.org
Television, Dramatic	Kathy Byrne	312.867.5508	kathy.byrne@sagaftra.org
Television, Non- Dramatic	Kathy Byrne	312.867.5508	kathy.byrne@sagaftra.org
Theatrical	Kathy Byrne	312.867.5508	kathy.byrne@sagaftra.org

For other inquiries, contact Bill Hendrickson, 312.867-2542 or william.hendrickson@sagaftra.org

For general information, visit the website at www.sagaftra.org or call toll free 855-SAG-AFTRA (855.724.2387).