

# TeamMate Support Resources

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## NAIC Resources

The NAIC Help Desk is your 1<sup>st</sup> point of contact for all TeamMate and Citrix service. They will route and track your request for assistance.

NAIC Help Desk (816) 783-8500

[help@naic.org](mailto:help@naic.org)

Financial Exam Support (FCEH handbook)

Miguel Romero

Financial Examination Manager

[MARomero@naic.org](mailto:MARomero@naic.org)

(816) 783-8479

Financial Analysis Support (FAH handbook)

Andy Daleo

Financial Analysis - Sr. Manager

[ADaleo@naic.org](mailto:ADaleo@naic.org)

(816) 783-8141

Market Regulation Support (Mkt Reg handbook)

Petra Wallace

Market Regulation Specialist II

[PWallace@naic.org](mailto:PWallace@naic.org)

(816) 783-8272

TeamMate - Advanced Support Issues

James Portuguez

Electronic Workpaper Program Manager

[JPortuguez@naic.org](mailto:JPortuguez@naic.org)

(816) 783-8534

## TeamMate Resources

When seeking help direct from TeamMate Support, be sure to tell them that you are with the NAIC. That is how your license is tracked, unless you purchased TeamMate directly from Wolters Kluwer.

Online Assistance

TeamMate Connect <https://www.teammateconnect.com>

Technical Support

(800) 449-8112 [TeammateSupport@wolterskluwer.com](mailto:TeammateSupport@wolterskluwer.com)

## NAIC TeamMate Training

Your department of insurance may be eligible for tuition free TeamMate training. Contact Frances Stuart for more information.

Frances Stuart

Manager, Technical Training

[FStuart@naic.org](mailto:FStuart@naic.org)

(816) 783-8586