

For questions not addressed in the Frequently Asked Questions reference the charts below for the applicable contact information.

Clients:

For questions about:	Contact:
www.countryfinancial.com/newsroom/CommonGround	
COUNTRY policy billing	866-COUNTRY (866-268-6879), Option 3
Farm Bureau membership billing	Your local county Farm Bureau
COUNTRY policy information / membership requirements	A COUNTRY Rep
Farm Bureau membership benefits	myifb.org or Illinois Farm Bureau at 1-309-557-2111

Reps:

For questions about:	Contact:
Reference the Frequently Asked Questions here	
COUNTRY policy billing	866-COUNTRY (866-268-6879), Option 3
COUNTRY policy eligibility rules/guidelines	1-866-434-9712, Ext 2 or Underwriting.support@countryfinancial.com
Existing rep leases/sub-leases	field.office.leases@countryfinancial.com
Setting up an authorized agency office	office.coordinator@countryfinancial.com
Other questions	commonground@countryfinancial.com

Employees (COUNTRY & Farm Bureau):

For questions about:	Contact:
Reference the Frequently Asked Questions here	
Any general questions about the changes	Employees should be directed to the Common Ground Microsite and/or your leader
Other questions	commonground@countryfinancial.com

County Farm Bureau (CFB) Managers & Presidents

For questions about:	Contact:
Reference the Frequently Asked Questions here	
Service agreement transition/buy-out offers	CFB legal counsel should contact Matt Jontry at mjontry@ifb.org
Establishing a new lease with COUNTRY agents	CFB may refer to their legal counsel or Matt Jontry at mjontry@ifb.org
Other questions	commonground@countryfinancial.com