

COLORADO LOCAL

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

1.

Help Us Help You!

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

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.

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 Colorado Local has its own web pages with news and information: www.sagaftra.org/colorado

2.

Save a Dime!

3.

Call or Email the correct point of contact.

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 Colorado 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.

A live voice!

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.

Update information!

7.

Things you CAN'T DO over the phone...

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 Membership fax number **(323) 549-6792**.

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 L.A. Commercials Contracts Department: **(323) 549-6858**.

9.

Professional Representatives

You can find a list of agents and managers, commission charts, read the latest agency-related news and advisories or get answers to "your agent and you" frequently asked questions at sagaftra.org/professionalrepresentatives.

Find Information relating to agents and managers

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 **COLORADO** LOCAL SUPPORT CONTACT LIST

CONTRACT/SUBJECT	CONTACT	DIRECT LINE	EMAIL ADDRESS
Agency – see “Professional Representatives” below			
Commercials	Claudette Singh James Alvarado	323.549.6473 323.549.6437	claudette.singh@sagaftra.org james.alvarado@sagaftra.org
Corporate/Educational	Claudette Singh James Alvarado	323.549.6473 323.549.6437	claudette.singh@sagaftra.org james.alvarado@sagaftra.org
Dancers	Music Department	323.549.6864	music@sagaftra.org
Infomercials	Claudette Singh James Alvarado	323.549.6473 323.549.6437	claudette.singh@sagaftra.org james.alvarado@sagaftra.org
Interactive/Video Game	Katie Sikkema	323.549.6463	katie.sikkema@sagaftra.org
Membership: Eligibility/Joining	Membership Services	323.549.6769	membershipservices2@sagaftra.org
Membership: Questions Regarding Membership	Membership Services	323.549.6778	membershipservices2@sagaftra.org
Membership Updating Contact Information	Membership Services	323.549.6791	membershipservices2@sagaftra.org
Music Videos	Music Department	323.549.6864	music@sagaftra.org
New Media	Caroline Coderoni	323.634.8287	caroline.coderoni@sagaftra.org
News and Broadcast	Anna Calderon	323.634.8117	anna.calderon@sagaftra.org
Professional Representatives (formerly Agency)	Zino Macaluso Xochitl Cerda	323.549.6729 323.549.6735	zino.macaluso@sagaftra.org xochitl.cerda@sagaftra.org
Residuals, Film/TV	Residuals Department	323.549.6505	residuals@sagaftra.org
Short and Student Films	Joshua Vasquez	323.549.6007	joshua.vasquez@sagaftra.org
Singers	Music Department	323.549.6864	music@sagaftra.org
Sound Recordings	Music Department	323.549.6864	music@sagaftra.org
Stunt and Safety	Cedric Jackson	323.765.2901	sssd@sagaftra.org
Television, Dramatic	Dan Bowser David Besbris	323.549.6466 323.634.8116	dan.bowser@sagaftra.org david.besbris@sagaftra.org
Television, Non-Dramatic	Billie Murphy	323.634.8178	billie.murphy@sagaftra.org
Theatrical	Joshua Vasquez	323.549.6007	joshua.vasquez@sagaftra.org

For other inquiries, contact Julie Crane, 303.934.2674 or Julie.crane@sagaftra.org

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