

# NEW MEXICO 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](http://www.sagaftra.org). There's a lot of great information at your fingertips.

**OR download the new SAG-AFTRA APP at [sagaftra.org/app](http://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 New Mexico Local has its own web pages with news and information: [www.sagaftra.org/nm](http://www.sagaftra.org/nm)

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

For other inquiries, contact Julie Crane, 303.934.2674 or [Julie.crane@sagaftra.org](mailto:Julie.crane@sagaftra.org)

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