Meet your Account Excellence Team

The dedicated team who manages your day-to-day account service needs

Contact us

E-Mail: MyLincolnDallas@LFG.com

Phone: 833-261-3812

Hours

Monday - Friday

8:00 a.m. - 6:00 p.m. CST

Natalie Gopaul-Roper

Natalie has spent 4+ years with Lincoln Financial Group. She started her career in the Client Services team and has progressed to a Senior Customer Service Representative role. Natalie excels in customer service, problem solving, and issue resolution. Natalie enjoys spending quality time with her husband and two boys. They love traveling and experiencing different cultures. She is originally from Jamaica and likes cooking traditional Jamaican meals for family and friends.

Abbie Sempek

Abbie started with Lincoln Financial Group in 2013. She worked in Claims across multiple product lines including dental, short and long term disability, and life before moving to Client Services to further her experience within the organization. Abbie has been a service partner to Lincoln's Regional Sales Offices, has been dedicated to two large regional brokerages, and has gained experience with voluntary benefits products. Abbie enjoys working with customers and looks forward to continuing to build relationships.

Jessi Politi

Jessi joined Lincoln Financial Group in 2011 and has over 30 years of experience in the industry in both individual and group insurance. She has specialized in licensing, contracting, implementation, and claims. Jessi has earned her ALHC, HIA, and DIA designations. In her free time, she enjoys happy hour with friends, playing games with family and traveling to tropical destinations.

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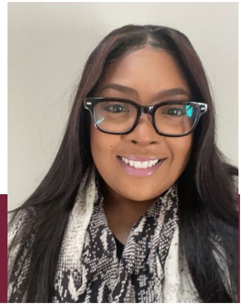


Dandrea Ball-Myers

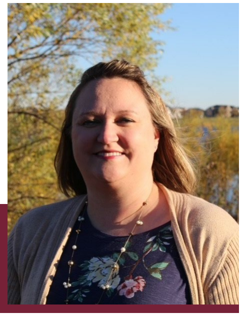
Drea has been with Lincoln Financial Group since October 2016. Her journey began in the Claims Contact Center where she started off as a Claims Representative. She advanced into a Team Lead role where she trained and mentored new team members. From there, she moved to a Long-Term Disability Claims examiner role, where she built relationships with different groups to obtain various benefit information to assist with the claims process. Drea enjoys building relationships as she loves working with our customers.

Todd Graves

Todd joined Lincoln Financial Group in 2012 bringing with him 10+ years in real estate sales and insurance industry experience. Todd held roles in both client and distribution services prior to joining the Account Excellence team. He graduated from the University of Nebraska – Omaha with a Bachelor of Science degree in Broadcast Production. While his children are away at college in Seattle and Chicago, he enjoys being with his wife and two dogs when he is not making films in his free time.

Susy Perez Capellan

Susy joined Lincoln Financial Group in 2012. She started her career at Lincoln in the Customer Care Center and held roles on several service teams. She also spent 5 years in LTD claims where she excelled in problem solving, conflict resolution, and claims management. Susy has a passion for solving problems and taking care of customers. Outside of the office, Susy is a soccer mom who can't miss a game. She enjoys spending time with family, baking, and volunteering. She also speaks three languages and loves to travel.



Amy Henkel, Manager

Amy Henkel joined Lincoln Financial Group in 2004. In her time with LFG, she has built strong relationships with brokers, groups, account managers and sales teams. Amy brings a strong leadership and account management background to the Account Excellence Team and enjoys educating and assisting Lincoln's customers with their ancillary insurance needs. Amy enjoys spending time exploring the outdoors with her husband and sons in her free time.