Taking service above and beyond

At MassMutual Ascend, we simplify customer support by striving to always give you and your clients what you need, when you need it.

That commitment, together with our financial strength, positions us to provide outstanding service to you and your clients for years to come.

We're committed to going above and beyond - so when it comes to your clients' financial futures, the impossible feels possible.

An elevated experience for you

Our focus on streamlined processing and technology-driven solutions makes it easier for you to manage your business.

Digital integration

We support many e-application systems, SureLCTM for advisor appointments and data integration with various Turnkey Asset Management Programs (TAMPs).

E-alerts keep you connected

You can choose to receive e-alerts regarding commission statements, Not In Good Order (NIGO) issues, renewal notices, correspondence updates, year-end and quarterly statements, early withdrawal notices and more.

Efficient turnaround on new business

Average processing time for new business applications submitted in good order is less than two business days. Applications with funds are processed the day they're submitted.

Real-time updates

Updates for all new business cases are available on our producer websites and updated in real-time.

Expedited trust process

To accelerate the processing of business involving a trust, we do not require copies of trust documents in most circumstances.

FEEDBACK FROM OUR PARTNERS

I really appreciate your letters to the client. They are brief, clear and direct questions back to their advisor. No other company I work with does such a good job and supports my relationships the way you do.

Efficient and helpful staff, and products that fit well with my clients' needs.

MassMutual Ascend is always on the cutting edge of what I need.

An elevated experience for your clients

Our simplified customer experience emphasizes proactive service and supports the relationships you build with your clients.

Self-service phone options

Our 24/7 self-service account system makes it easy for clients to request forms and access contract information. You and your clients can access account values, obtain the status of partial withdrawal requests and learn rate and strategy performance details. Additional functionalities include Required Minimum Distribution quotes, mailing or emailing of servicing forms, past withdrawal activity and more!

Experienced representatives

When your clients call, they'll speak with a knowledgeable customer service representative based in Cincinnati, Ohio. Our team provides clients with easy to understand, personalized service and explanations. With our new recognition technology, when a number calling matches a phone number on file we will ask your clients if they are calling about a specific account. No more entering lengthy contract numbers!

Timely withdrawal processing

The average turnaround time for most withdrawal requests payable to the owner is two to three business days. Additionally, partial withdrawals of up to $25,000 can be processed over the phone or on our website for certain non-qualified and IRA contracts.

Claims resources

Our online claims center allows beneficiaries to file a death claim online, access helpful claims videos and securely upload documents. Plus, our claims team works with beneficiaries to ensure a smooth process and provide peace of mind during a difficult time.

FEEDBACK FROM OUR CUSTOMERS

I submitted paperwork for two other annuities, and MassMutual Ascend was the only one that sent me updates on the status of the process. I am very pleased with your company. Thank you for your prompt and courteous service.

Great experience – impeccable communication – will highly recommend to others.

I have been satisfied with my experience with MassMutual Ascend for MANY years.

MassMutual Ascend

Taking financial futures above and beyond

At MassMutual Ascend, we are committed to going above and beyond – so when it comes to your clients' financial futures, the impossible feels possible.

As a leading provider of annuities, we see our products as more than just contracts. Our annuities are transparent and easier to understand, so they are simple to explain and your clients always know what to expect.

We have a long history of financial strength and stability. We've received an "A" or higher rating for more than 40 years, so you and your clients can have confidence knowing we'll be here when you need us. We are a wholly owned subsidiary of MassMutual, one of the largest life insurance companies in the U.S., founded in 1851.

And finally, everything we do is rooted in a culture of service. From our people to our technology, we strive to always provide you and your clients with what you need, when you need it.

MassMutual Ascend

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