

A legacy made simple

How the Legacy Ascender beneficiary claims process works

Annuities are meant to make retirement income last. They have built-in advantages that allow the contract to live on longer than the owner. As a beneficiary, learning what to do with an annuity contract and how to submit a claim can feel confusing at first.

The case study below walks through the claims process for a fixed-indexed annuity with the Legacy Ascender rider.

Meet Charlie

Charlie is the beneficiary of his mother's fixed-indexed annuity with the Legacy Ascender rider. She chose the rider because she wanted to leave him an enhanced legacy. Now, Charlie has options because his mother did not place restrictions on how the benefit could be paid: he can receive the benefit amount as a **lump sum** or a **stream of payments**. To understand what may work best for his situation, Charlie talks with his financial professional.

Charlie decides he would like to receive the benefit as a lump sum. There is also no waiting period to receive the death benefit, so Charlie can begin receiving the benefit once the paperwork is complete.

For Charlie, the claims process includes these steps:

- 1. Start the claim online.** Charlie visits MassMutualAscend.com and completes the *Death Claim Notification Form*. After submitting the form, he can also track the status of his claim online.
- 2. Complete the required forms.** MassMutual Ascend sends Charlie a Grief Packet with the forms he needs to complete, helpful information as he navigates his mother's death and a checklist of any additional items he may need to provide. Once all required forms and documents are received, the claims process typically takes about 5-10 business days.

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MassMutual Ascend is A++ rated¹, and since 2000, we've paid more than \$15 billion² in guaranteed income benefits, helping thousands of Americans secure their financial future and protect their loved ones.

For issue ages 50-79, a 9% simple interest rollup credit would be applied. For issue ages 80-85, a 6% simple interest rollup credit would be applied.

¹AM Best rating of "A++" (Superior) affirmed on October 23, 2025. AM Best rating of "A++" is the highest of 16 ratings. S&P rating of "AA" (Very Strong) upgraded on February 20, 2025. S&P rating of "AA" is the 3rd highest of 21 ratings.

²Data is as of December 31, 2025. The guaranteed income benefit amount includes annuity benefit payments under immediate and deferred annuities, income benefit payments under guaranteed withdrawal benefit riders and contract withdrawals taken by owners after their rider benefit payments began.

Under the terms of the rider, the rider death benefit amount is calculated by taking the amount that the benefit base amount exceeds the contract death benefit value and multiplying that excess by either the standard benefit percentage (for lump sum payments) or the annuity payout benefit percentage (for annuitized payments), and then adding the result to the contract death benefit value. For riders we are currently issuing, both the standard benefit percentage and the annuity payout benefit percentage are 100%. When both rider benefit percentages are 100%, it means that the death benefit amount will equal the greater of the rider benefit base amount (reduced for withdrawals) or the contract death benefit value.

Rollup period, rollup rate, and annual charges are current and may change for new issues. The rollup period will never be less than three years, the rollup rate will never be less than 2%, and the rider charge will never be more than 3%.

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