

MassMutual Ascend Key Contacts

For MassMutual Financial Advisors
www.MMAscendConnect.com/MMFA

Support Category	Contact Information
<p>New Business Dedicated team for MMFA</p> <ul style="list-style-type: none"> • Pending Business • Incoming Transfers • Not In Good Order (NIGO) 	<p>New Business Team: 888-339-4176</p> <p>New Applications Fax: 855-306-7113</p> <p>For corrections and additional forms: Fax: 888-788-1693 Email: MMFANewBusiness@mmascend.com</p>
<p>In-force Inquiries</p> <ul style="list-style-type: none"> • Contract Changes • Withdrawals • Policy Questions 	<p>Client Relations: 800-438-3398, Option 5</p> <p>For submission of administrative forms: GroupProcessing@mmascend.com</p>
<p>Contracting</p> <ul style="list-style-type: none"> • State Appointments • NAIC Product Specific Training • MassMutual Ascend Contract Status • Contact Information Updates • Policy Packet Mailing Updates 	<p>Licensing Team: 800-438-3398, Option 4 MMFAContracting@mmascend.com</p> <p>*Please contact MassMutual to verify credentials such as AML, CE, state insurance license and line of authority requirements.</p>
<p>Claims</p>	<p>800-854-3649 Fax: 513-512-5122</p>

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