

MassMutual Ascend Key Contacts

For MassMutual Financial Advisors
www.MMAscendConnect.com/MMFA

Support Category	Contact Information
New Business Dedicated team for MMFA <ul style="list-style-type: none"> Pending Business Incoming Transfers Not In Good Order (NIGO) 	New Business Team: 888-339-4176 New Applications Fax: 855-306-7113 For corrections and additional forms: Fax: 888-788-1693 Email: MMFAnewbusiness@mmascend.com
In-force Inquiries <ul style="list-style-type: none"> Contract Changes Withdrawals Policy Questions 	Client Relations: 800-438-3398, Option 5 For submission of administrative forms only: processing@mmascend.com For questions or clarifications about withdrawal requests: ClientRelations@mmascend.com
Sales <ul style="list-style-type: none"> Product Questions Rates Illustration Requests 	MMFA Annuity Sales Desk: 800-767-1000 x25000 For MM Ascend Relationship Management Support: MMFAsales@mmascend.com
Contracting <ul style="list-style-type: none"> State Appointments NAIC Product Specific Training MassMutual Ascend Contract Status Contact Information Updates Policy Packet Mailing Updates 	Licensing Team: 800-438-3398, Option 4 MMFAcontracting@mmascend.com *Please contact MassMutual to verify credentials such as AML, CE, state insurance license and line of authority requirements.
Claims	800-854-3649 Fax: 513-512-5122

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