



**Affiliate:**  
Annuity Investors Life Insurance Company®

**Administrator for Life Insurance and Annuities:**  
Continental General Insurance Company®  
Loyal American Life Insurance Company®

Fixed & Fixed Indexed Annuities: PO Box 5420, Cincinnati OH 45201 / 800-854-3649 / 800-482-8126 Fax / Processing@mmascend.com  
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Overnight Address: 191 Rosa Parks St, Cincinnati OH 45202

## Authorization to Provide Online Website Access to Contract/Certificate Information

**Instructions:** Complete this form to grant online website (web) access to an individual who is not the owner of the contract.  
For individually owned contracts, *we will only grant this access to your named Attorney-in-Fact.* For Trust owned contracts, *we will only grant this access to the Trust's acting trustee.*

Note: The Attorney-in-Fact or Trustee being granted access is referred to as Access User throughout this form.

### 1. Owner/Annuitant/Participant Information

Owner/Annuitant/Participant Name	Contract/Certificate Number
Joint Owner Name (if applicable)	Owner/Annuitant/Participant Social Security Number

### 2. Access User Online Website Access Set up Information (Please print. All fields are required.)

List the individual (Access User) who is to have web access to contract/certificate information, as well his/her website sign-on information.

Access User's Full Name	Access User's Social Security Number
Access User's Address	Access User's Relationship to Contract Owner/Annuitant/Participant
City State Zip Code	<input type="checkbox"/> Attorney-in-Fact for Owner/Annuitant/Participant Note: We must receive or have on file a copy of the Power of Attorney document, together with our Power of Attorney Certification (Form #AAG2816).  <input type="checkbox"/> Trustee of Trust that is Owner/Participant Note: We must have on file our Trust Certification and Agreement (Form #X6017907) or other documentation verifying the current trustee.

Access User's requested website username: \_\_\_\_\_

Notes:

- The username **will be** used by the Access User to log into the online account.
- The username **cannot** contain an email address.
- The username **must be** fewer than 30 characters in length.
- The username **may only** contain letters, numbers, or the \_ and @ symbols.
- If the username requested **is already in use**, we will randomly assign a username.

## 2. Access User Online Website Access Set up Information (*Continued*)

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Access User's phone number: (    ) \_\_\_\_\_

Note: This phone number *will be used* for the website's 2-factor authentication.

Access User's Email address: \_\_\_\_\_

## 3. Owner/Annuitant/Participant Certification and Authorization

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I authorize the appropriate Company to provide online website access to the named individual (Access User) and will hold the appropriate Company harmless against any and all claims made by reason of its compliance with this request. I **further agree** that this request will remain in effect until revoked.

I also understand and agree to the following conditions:

1. **Read-only access will be granted.** Any and all contract/certificate transaction or change requests will need to be submitted by mail, fax, web, or phone as applicable.
2. **Online account access and setup information.** Once the online account is created, it cannot be deleted, nor the username changed. The online account can only be locked or deleted upon written request or at our discretion.

\_\_\_\_\_  
Signature of Owner / Annuitant / Participant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Joint Owner (if applicable)

\_\_\_\_\_  
Date

Log into [MassMutualAscend.com](https://MassMutualAscend.com) if you need the POA or Trust Certification form.