

Who to call at Midland National[®]

For OID sales and back office support

Service topic	Responsible Area	Topic Examples	Contact Options
Product/Sales Support	Sales Desk	<ul style="list-style-type: none"> Product rates or feature questions Illustrations assistance Website account creation 	Phone: 833-492-0022 Option 3 Email: RIASales@sfgmembers.com
New Business	RIA Services Team	<ul style="list-style-type: none"> NIGO questions or follow ups 	Phone: 833-492-0022 Option 1 Fax: 833-492-0023 Email: RIAService@sfgmembers.com
In-force Contract Inquiries	RIA Services Team	<ul style="list-style-type: none"> Beneficiary changes Allocation changes Partial Surrenders RMD questions 	Phone: 833-492-0022 Option 2 Fax: 833-492-0023 Email: RIAService@sfgmembers.com
Operational Issues	Operational Relationship Manager	<ul style="list-style-type: none"> Issues that do not get resolved in the normal course of business Data feed inquiries, including new requests and issues 	Single Point of Contact: Tad Kennedy Phone: 515-440-5545 Email: tkennedy@sfgmembers.com
Agent contracting	Agency Servicing Team	<ul style="list-style-type: none"> Agency contracting Agent contracting status Where to send information to contract new agents 	Phone: 877-586-0242 Email: AgencyServicesLeadershipInbox@sfgmembers.com

Sammons FinancialSM is the marketing name for Sammons[®] Financial Group, Inc.'s member companies, including Midland National[®] Life Insurance Company. Annuities and life insurance are issued by, and product guarantees are solely the responsibility of, Midland National Life Insurance Company.

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Hours of operation

Midland National® Life Insurance Company hours of operation are Monday through Thursday 7:30 a.m. to 5 p.m. and Friday 7:30 a.m. to 12:30 p.m. Central Time.



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