

Midland National Contact Sheet

Customer Contact - Option 1

- Policy values
- Loan/withdrawal availability
- Forms requests
- Payment modes and EFT changes
- Changing beneficiaries
- In-force illustrations
- Lapse/grace
- Policy cancellation

Email - lifecorrespondence@sfgmembers.com

Agent Solutions - Option 2

- Competitive information
- Product information
- Agent training
- Illustration and InsMark questions
- Marketing materials

For Life Agent Solutions, press 1.
For Annuity Sales Support, press 2.

Policy Change - Option 4

- Conversions
- Internal exchanges
- Reinstatements
- Increases/decreases
- Add/remove riders
- Class/rating changes
- Date of birth (DOB)/Gender corrections
- Reissues
- Death Benefit Option changes
- Duplicate policy requests

Email - pchange@sfgmembers.com

New Business - Option 3

- Case status - refer to pending business report
- Requirement questions

For specific teams, press the below number:

1- Green Team

Email: NewBusinessGreen@sfgmembers.com

2- Yellow Team

Email: NewBusinessYellow@sfgmembers.com

3- Blue Team

Email: NewBusinessBlue@sfgmembers.com

4- Purple Team

Email: NewBusinessPurple@sfgmembers.com

5- Red Team

Email: NewBusinessRed@sfgmembers.com

Commissions and Contracting - Option 5

For Contracting, press 1.

- Agent onboarding
- State appointment
- Agent training updates
- Agent maintenance
- Licensing requirements on pending business

Email - MNLifeContracting@sfgmembers.com

For Commissions, press 2.

- Pay frequency
- Compensation statements and schedules
- Bonus payments
- Compensation reconciliation

Email - MNLifeCommissions@sfgmembers.com



Straight to the Source

Who to call at
Midland National

800-843-3316

Claims - Option 6

For specific purposes, see below:

- Report an initial death claim
- Status of a previously reported death claim
- 1099 resulting from a Death Claim

Email - claims@sfgmembers.com

1035 Exchanges

Call Your New Business Team

- Qualifications for a valid exchange
- Status updates

Phone numbers:

Red Team: 877-526-1482

Blue Team: 877-526-1522

Purple Team: 833-633-1428

Green Team: 833-202-0600

Yellow Team: 833-240-8662

Advertising

- Obtain review/approval for your advertising.

Ad Review

Fixed Life Products – 32079

Email - adreview@sfgmembers.com

Fax - 605-373-8632