

# Who to call at **Midland National**<sup>®</sup>

For OID sales and back office support

Service topic	Responsible Area	Topic Examples	Contact Options
<b>Product/Sales Support</b>	<b>Sales Desk</b>	<ul style="list-style-type: none"> <li>Product rates or feature questions</li> <li>Illustrations assistance</li> <li>Website account creation</li> </ul>	Phone: <b>833-492-0022</b> <b>Option 4</b> Email: <a href="mailto:RIASales@sfgmembers.com">RIASales@sfgmembers.com</a>
<b>New Business</b>	<b>RIA Services Team</b>	<ul style="list-style-type: none"> <li>Outstanding requirements (allocation form, disclosure, suitability forms, application, replacement forms, and transfer form).</li> <li>NIGO questions or follow ups</li> </ul>	Phone: <b>833-492-0022</b> <b>Option 1</b> Fax: <b>833-492-0023</b> Email: <a href="mailto:RIAService@sfgmembers.com">RIAService@sfgmembers.com</a>
<b>In-force Contract Inquiries</b>	<b>RIA Services Team</b>	<ul style="list-style-type: none"> <li>Beneficiary changes</li> <li>Allocation changes</li> <li>Partial Surrenders</li> <li>RMD questions</li> <li>Questions on in-force/ already issued policies</li> <li>Outgoing transfer questions</li> </ul>	Phone: <b>833-492-0022</b> <b>Option 2</b> Fax: <b>833-492-0023</b> Email: <a href="mailto:RIAService@sfgmembers.com">RIAService@sfgmembers.com</a>
<b>Operational Issues</b>	<b>Operational Relationship Manager</b>	<ul style="list-style-type: none"> <li>Issues that do not get resolved in the normal course of business</li> <li>Data feed inquiries, including new requests and issues</li> <li>Rush requests</li> </ul>	Single Point of Contact: <b>Tami Cosgrove</b> Phone: <b>515-273-5613</b> Email: <a href="mailto:tcosgrove@sfgmembers.com">tcosgrove@sfgmembers.com</a>
<b>Agent contracting</b>	<b>Agency Servicing Team</b>	<ul style="list-style-type: none"> <li>Agent contracting additions and terminations</li> <li>Agent contracting status</li> <li>Where to send information to contract new agents</li> </ul>	Phone: <b>877-586-0242</b> Email: <a href="mailto:ADContracting@sfgmembers.com">ADContracting@sfgmembers.com</a>
<b>Claims</b>	<b>Claims Team</b>	<ul style="list-style-type: none"> <li>Death Claims</li> </ul>	Phone: <b>877-880-6367</b> Fax: <b>833-492-0023</b>

Sammons Financial<sup>®</sup> is the marketing name for Sammons<sup>®</sup> Financial Group, Inc.'s member companies, including Midland National<sup>®</sup> 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.



## Secure document upload

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## Delivery documents

Email signed delivery requirements and amendments to [RIAservice@sfgmembers.com](mailto:RIAservice@sfgmembers.com)



## On the go and need to check your pending business? *Try our mobile site*

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## Contracts available to advisors online

You can find the contracts under Inforce Contract Access.

- Contract PDFs available 24 to 48 hours after the contract is issued.
- You need to agree to the Privacy Acknowledgment to access the contract, then save or print at your convenience.