



PRODUCT TRAINING ACCESS AND SUPPORT

MassMutual Ascend (formerly Great American)

Regardless of whether your state has adopted the 2010 NAIC Suitability in Annuity Transactions Model or not, you will need to complete this training as required by MassMutual Ascend compliance.

If you have questions, please contact the Marketing & Sales desk at (800) 438-3398.

1. To access NAIC training, visit
<https://naic.pinpointglobal.com/MMA/Apps/default.aspx>
2. Either log in using your NPN number and previously established password or "Click here to register," if you are a first-time user.
3. To register (enter all required information as indicated with * next to the field):
 - a. Even if you know your National Producer Number, you must use the Lookup NPN using NIPR button.
 - b. Select all states in which you are licensed to sell annuities.
 - c. Indicate if you are a commissioned advisory or fee-based advisor by selecting one of the following:
 - MassMutual Ascend (All Products)
 - MassMutual Ascend (Zero commission products for fee-based advisors only)
 - d. Create your password.



4. Once you are logged in, you will find My Product Training listed on the left side and bottom of the screen.
5. You only have to complete the product-specific training for products you plan to sell. Please note: the FIA Rider Overview training video is a prerequisite for certain fixed-indexed annuity products. If you click on a product-specific training video and it will not open, then it has the FIA Rider Overview as a prerequisite, and this rider video must be viewed prior to the product-specific video.
6. When you reach the end of your selected video, in order to meet the compliance regulation, **you must check the attestation box**, then click the submit button to confirm understanding of the training content.
7. Finally, click the **Submit Completion** button to receive credit for completing the training course. This button automatically closes the video window and awards credit. You will then see your completion date listed on the right-hand side of the product-specific training page.