

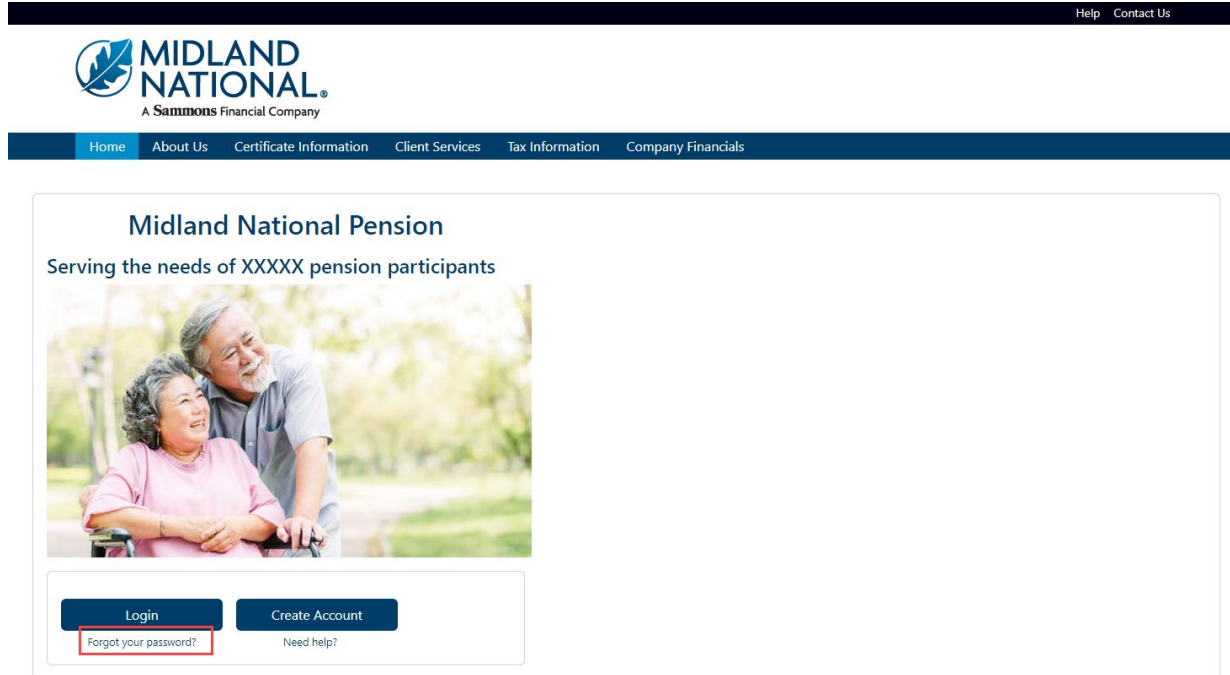
Forgot Your Password Instructions

Link to Pension Website:

<https://www.midlandnationalpension.com>

Forgot your Password?:

1. Click on the 'Forgot my password?' link located below the 'Login' button



2. When the following screen appears , do the following:
 - a. Type in your email address (this is your user id)
 - b. Type in the last four digits of your social security number
 - c. Type in your birth date (MM/DD/YYYY format)
 - d. CAPTCHA Verification
 - e. Click on the 'Submit Check' button

Reset Login Password (Step 1)


- This is the first step in a three step process to reset your password
- Provide the following:
 - **Email Address**--The email address entered must be the same one you used for your login account
 - **Birth Date**--Enter your birth date in MM/DD/YYYY format
 - **Last 4 of SSN**--Enter the last four digits of your Social Security Number
 - **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have your certificate number, our contact information is below. Please provide your name and email address when contacting us
Email: cm-prt@sgmembers.com
Phone: 1-833-496-0546

Email Address (This is your user ID)

Last Four Digits of Your Social Security Number (xxx-xx-####)

Your Birthdate (MM/DD/YYYY)

CAPTCHA Verification

 (CAPTCHA verification value)

3. The following screen will be displayed

Help Contact Us

MIDLAND NATIONAL
A Sammons Financial Company

Home About Us Certificate Information Client Services Tax Information Company Financials

Reset Login Password (Step 2)

- This is the second step in a three step process to reset your password
- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from. **NOTE:** This code will be needed in order to reset your password on the next page
- Click on the 'Continue' button below to move to the third step

Select how to obtain the verification code

<see screenshots below>

Continue

4. The verification process shown can be any one of the following methods:

Goggle Authenticator (enter a single-use code from the mobile app)

Help Contact Us

MIDLAND NATIONAL
A Sammons Financial Company

Home About Us Certificate Information Client Services Tax Information Company Financials

Reset Login Password (Step 2)

- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from.
- This code will be needed in order to reset your password on the next page.

Select how to obtain the verification code

Use token from GOOGLE

Continue

SMS Authentication (enter a single-use code sent to your mobile phone)

Help Contact Us

MIDLAND NATIONAL
A Sammons Financial Company

Home About Us Certificate Information Client Services Tax Information Company Financials

Reset Login Password (Step 2)

- This is the second step in a three step process to reset your password
- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from. **NOTE:** This code will be needed in order to reset your password on the next page
- Click on the 'Continue' button below to move to the third step


Select how to obtain the verification code

Text (###)###-3738

Continue

Voice Call Authentication (use a phone to authenticate by following voice instructions)

Help Contact Us



Home About Us Certificate Information Client Services Tax Information Company Financials

Reset Login Password (Step 2)

- This is the second step in a three step process to reset your password
- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from. **NOTE:** This code will be needed in order to reset your password on the next page
- Click on the 'Continue' button below to move to the third step


Select how to obtain the verification code

Call (###)###-3738

Continue

- Click on the 'Continue' button
- The following screen displays

Help Contact Us



Home About Us Certificate Information Client Services Tax Information Company Financials

Reset Login Password (Step 3)

- This is the final step in a three step process to reset your password
- Please enter the verification code you obtained from the method you selected on the previous page. If you are unable to obtain a code, please contact us
Email: cm_prt@sfgmembers.com
Phone: 1-833-496-0546
- Your new password must meet the following requirements:
 - Password must be a minimum of 8 characters in length.
 - Password must contain at least 1 lowercase letter(s).
 - Password must contain at least 1 uppercase letter(s).
 - Password must contain at least 1 digit(s).
 - Only the following special characters are allowed: @, !, \$, %, ^, &, *.
 - Password must not contain any part of your username (ex. if username is 'Smith@domain.com' then password cannot contain 'Smith' or 'domain')
 - Password must not contain your first or last name.
- Click on the 'Change Password' button below to complete the password reset process

Verification Code

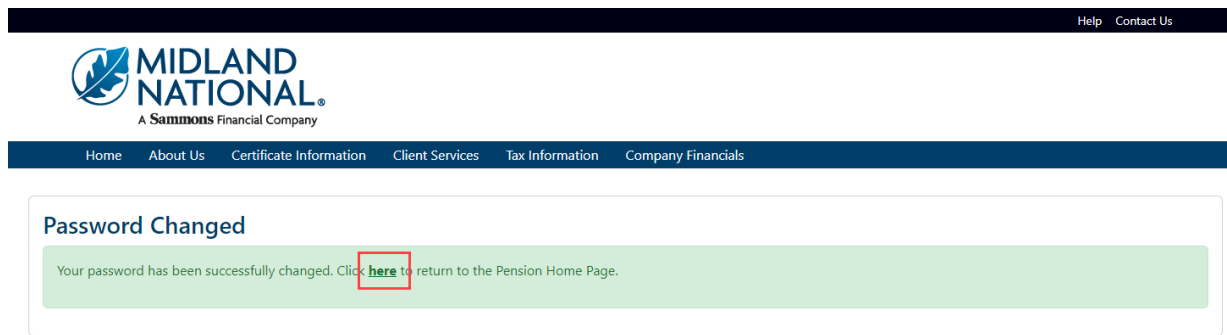
New Password (See above for requirements)

Re-enter New Password

Change Password

- Type in your verification code and your new password (must be entered twice), which must follow the password requirements shown on the screen.
- Click on the 'Change Password' button at the bottom of the screen

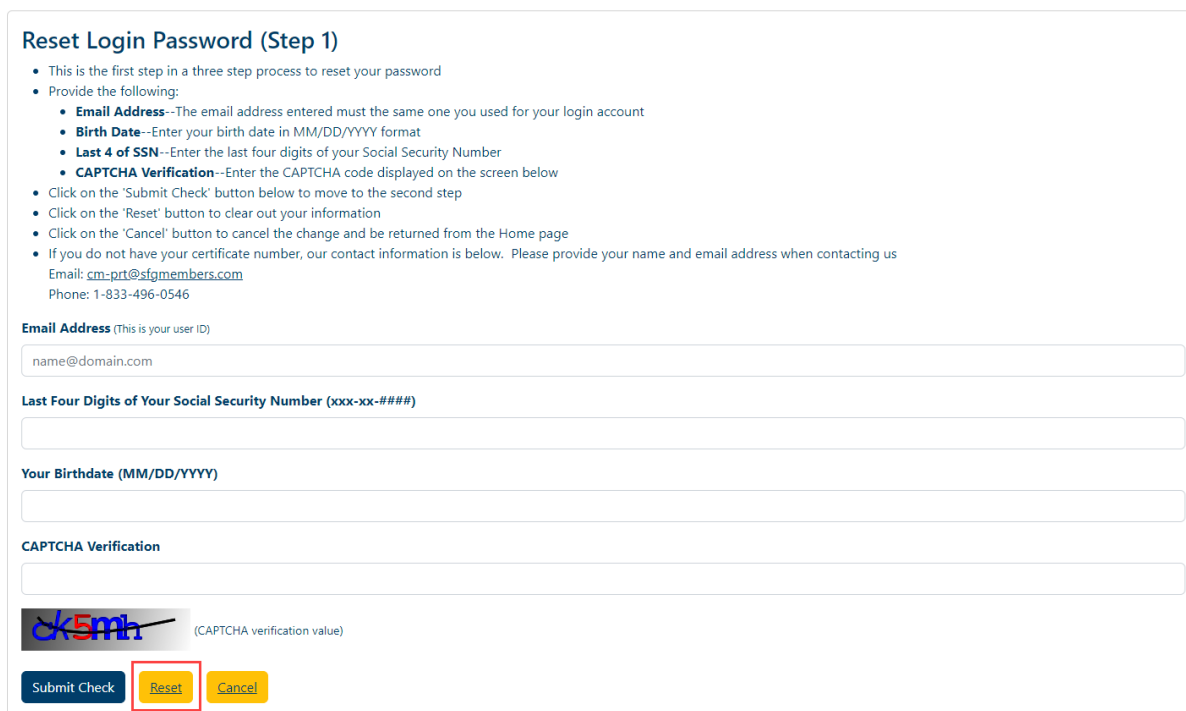
9. The following is displayed



The screenshot shows the top navigation bar of the Midland National website. The header includes the Midland National logo (A Sammons Financial Company) and navigation links: Home, About Us, Certificate Information, Client Services, Tax Information, and Company Financials. A 'Help Contact Us' link is also present in the top right. Below the navigation bar, a green notification box displays the message: "Password Changed. Your password has been successfully changed. Click [here](#) to return to the Pension Home Page." The word "here" is highlighted with a red box.

10. Click on the word 'here' to return to the Home page

11. To clear out the previous information, click on the 'Reset' button



The screenshot shows the "Reset Login Password (Step 1)" form. It includes a list of instructions: "This is the first step in a three step process to reset your password", "Provide the following:", "Email Address--The email address entered must be the same one you used for your login account", "Birth Date--Enter your birth date in MM/DD/YYYY format", "Last 4 of SSN--Enter the last four digits of your Social Security Number", and "CAPTCHA Verification--Enter the CAPTCHA code displayed on the screen below". It also provides contact information: "Email: cm-prt@sfgmembers.com" and "Phone: 1-833-496-0546". The form fields are: "Email Address (This is your user ID)" with the placeholder "name@domain.com", "Last Four Digits of Your Social Security Number (xxxx-xx-####)", "Your Birthdate (MM/DD/YYYY)", and "CAPTCHA Verification". A CAPTCHA image shows the text "5mh" with a red box around it. At the bottom, there are three buttons: "Submit Check", "Reset" (highlighted with a red box), and "Cancel".

12. To cancel re-setting your password and be returned to the Home page, click on the 'Cancel' button

Reset Login Password (Step 1)

- This is the first step in a three step process to reset your password
- Provide the following:
 - **Email Address**--The email address entered must be the same one you used for your login account
 - **Birth Date**--Enter your birth date in MM/DD/YYYY format
 - **Last 4 of SSN**--Enter the last four digits of your Social Security Number
 - **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have your certificate number, our contact information is below. Please provide your name and email address when contacting us
Email: cm-prt@sfgmembers.com
Phone: 1-833-496-0546

Email Address (This is your user ID)

name@domain.com

Last Four Digits of Your Social Security Number (xxx-xx-####)

Your Birthdate (MM/DD/YYYY)

CAPTCHA Verification

 (CAPTCHA verification value)

Submit Check

Reset

Cancel

Need Help?

Click on the 'Help' link located in the upper right corner of the Home page to get specific instruction on how to make changes or navigate the website.

[Help](#) [Contact Us](#)



[Home](#) [About Us](#) [Certificate Information](#) [Client Services](#) [Tax Information](#) [Company Financials](#)

Midland National Pension

Serving the needs of XXXXX pension participants



Login

Create Account

[Forgot your password?](#)

[Need help?](#)

If you have questions, you can contact us via phone/fax/email. Our contact information is listed below:

Midland National Pension

4225 38th Street South, Suite 201

Fargo, ND 58104

Toll-Free Phone: 1-833-496-0546

Fax: 1-701-433-6625

Email: CM-PRT@sfgmembers.com

Web Support: CM-PRTWebSupport@sfgmembers.com