Registering for the Pension Web Site

Link to Pension Website:

https://www.midlandnationalpension.com

Creating Your Account:

1. Click on the 'Create Account' button' located at the bottom of the screen
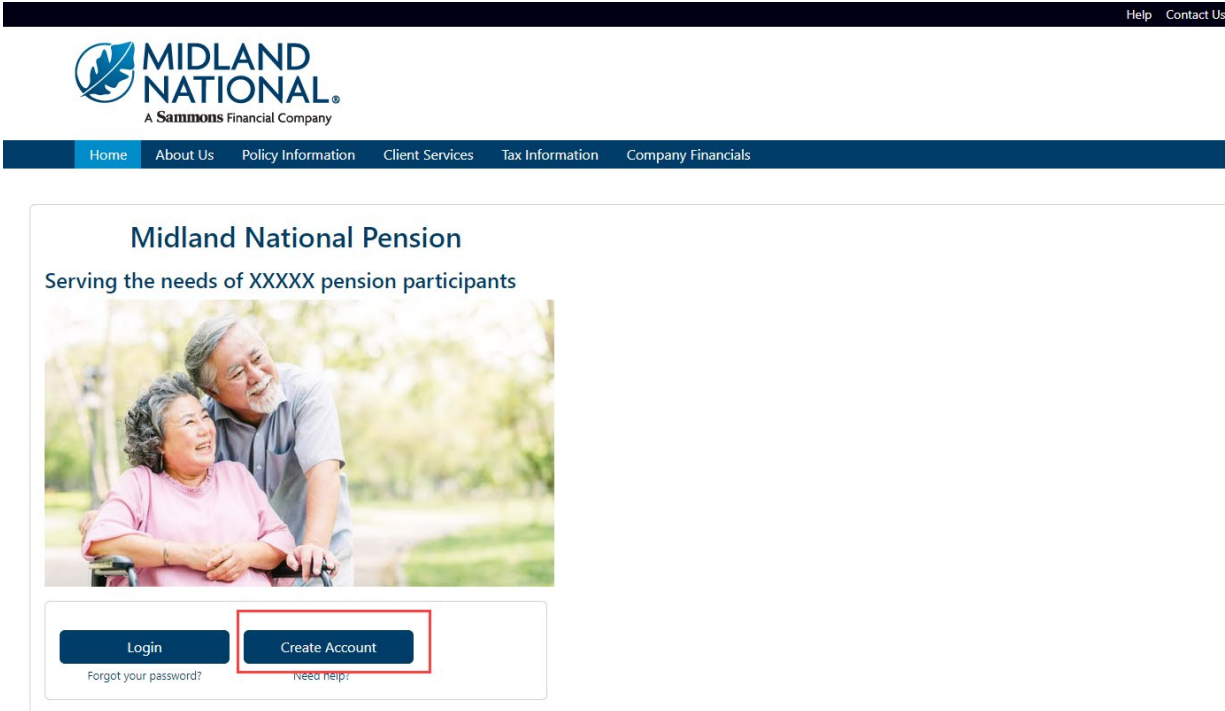
2. Provide the information requested on the screen:

- First Name
- Last Name
- Email Address (This is required to be entered twice for verification purposes)
- Password (Create a password here. Password requirements are listed on the screen. This is also required to be entered twice for verification purposes.)
- Certificate Number (located on Page 2 of your Welcome Packet)
- Last Four Digits of Social Security Number
- Your Birthdate (MM/DD/YYYY format)
- CAPTCHA Verification (type in the value provided in the box displayed below this field)

3. If you have trouble locating your Certificate Number, click on the 'Can't find your Certificate Number?' link located to the right of the Certificate Number field label

Certificate No. Can't find your Certificate Number?

4. The following window will be displayed

Where to Find Your Certificate Number

You will find you certificate number located on Page 2 of your Welcome Packet. See the example below:

MIDLAND NATIONAL.
A Sammons Financial Company

4225 38th St. S
Suite 201
Fargo, ND 58104

Certificate Number   323456
Full Name   HERMAN MUNSTER
Date of Birth   1/1/1900
Gender   M
Last 4 of SSN   1111
Address   1313 MOCKINGBIRD LANE

MOCKINGBIRD HEIGHTS, WA 93745

- Your certificate number will start with the number '3'
- Your certificate number will be six digits in length

If you have questions or concerns, please contact us via the following:

Email: cm-prt@sfgmembers.com
Phone: 1-833-496-0546

5. Click on the 'Create Login' button located at the bottom of the screen

   NOTE: This will take some time to register so please be patient. Do not attempt to click on 'Create Login' a second time

6. An email message is sent to the individual who has registered for an account to the email address provided during the registration process.

Mon 4/17/2023 4:23 PM
cmcweb@sfgmembers.com
Midland National Pension Web Site Welcome
To ▮▮▮▮▮▮▮
Retention Policy   SFG Inbox Final (2 years)   Expires   4/16/2025

Hello!

This email confirms that you have successfully created an account to access your pension information on the Midland National Pension Web Site.

If you have any questions, please feel free to contact us. Our contact information is indicated below:

Midland National Life Insurance Company
4225 38th Street South, Suite 201 | Fargo, ND 58104
Phone: 701-433-6472 | Fax: 701-433-8472
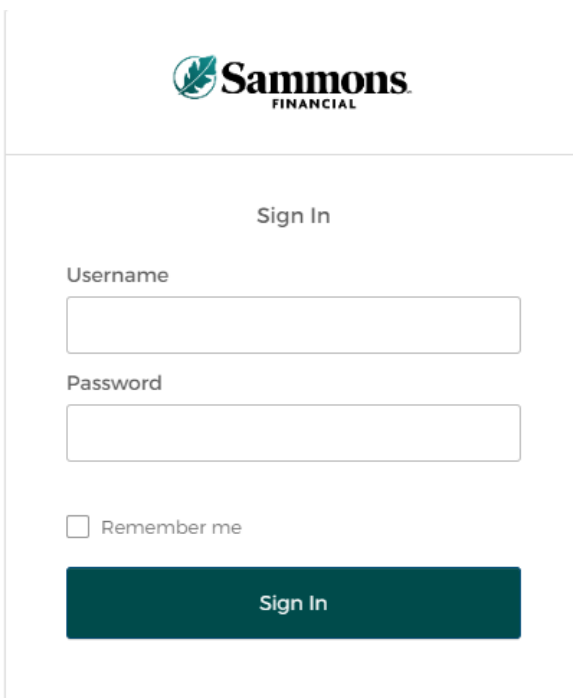cmcweb@sfgmembers.com | www.sfgcorpmarkets.com

7. Once the registration is complete, the following screen will be displayed

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Sign In

Username

Password

☐ Remember me

Sign In

8. Type in the username and password you created during the registration process

9. When registering for the first time, the following screen will display

10. Select **ONE** of the methods indicated on the screen in order to 'authenticate'. This is just another way for us to ensure the safety of your information. The different methods are described below:

    - **Google Authenticator**—this method will require you to download the Google Authenticator app onto your mobile device.   An authentication code will be provided within Google Authenticator.
    - **SMS Authentication**—this method will send the authentication code via a text message to your mobile device. This is the quickest and most common method for authentication.
    - **Voice Call Authentication**—this method will initiate a call to your mobile device and provide you with an authentication code.

    For screenshots of each of these methods, refer to Appendix A in this document.

    NOTE: The authentication process will only be required in the following situations:

        1. Logging into your account for the first time
        2. Logging into your account with a different device than the one used for registration
        3. More than 90 days have elapsed since you logged into your account

11. Once you have completed the multifactor authentication, the following screen will be displayed:

12. If you need to clear out your information, click on the 'Reset' button located at the bottom of the screen

MIDLAND NATIONAL.
A **Sammons** Financial Company

Home   About Us   Policy Information   Client Services   Tax Information   Company Financials

Create New Login

- The email address entered must be valid as it will be used as your user ID for this site as well as for communicating any submitted changes to information.
- Your password for your login 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.
- 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

First Name

Last Name

Email Address (Will be your user ID)

name@domain.com

Re-enter Email Address

name@domain.com

Password (See above for requirements)

password

Re-enter Password

re-enter password

Certificate Number Can't find your Certificate Number?

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

Your Birthdate (MM/DD/YYYY)

CAPTCHA Verification

hg3ca   (CAPTCHA verification value)

Create Login   Reset   Cancel

13. If you don't wish to create an account and be returned to the Home page, click on the 'Cancel' button located at the bottom of the screen

14. If you need additional help with registering, click on the 'Need help?' link located under the 'Create Account' button. This will open a PDF document that outlines the steps for creating an account.

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.

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
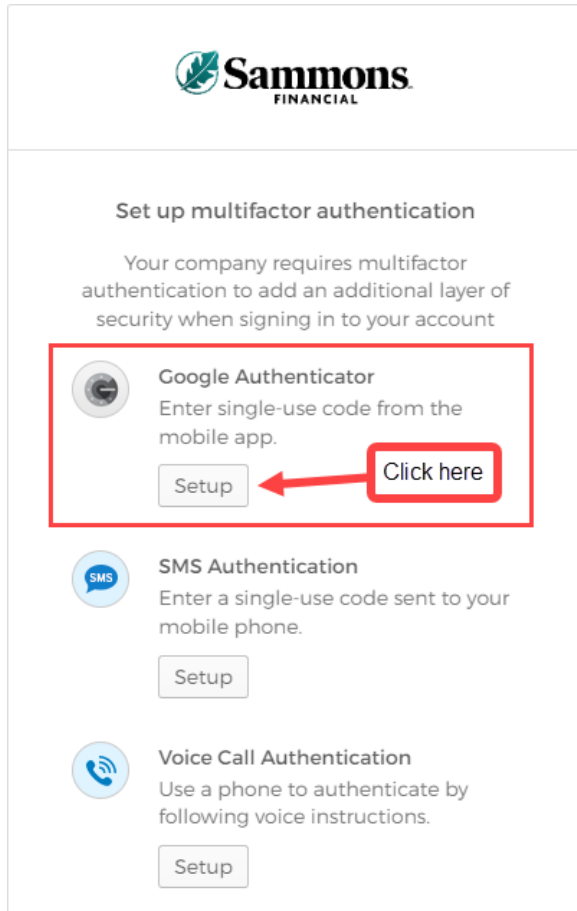Toll-Free Phone: 1-833-496-0546
Fax: 1-701-433-6625
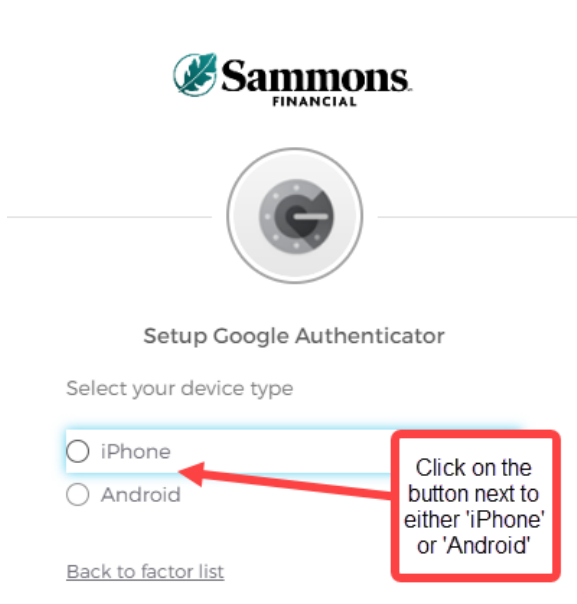Email: CM-PRT@sfgmembers.com
Web Support: CM-PRTWebSupport@sfgmembers.com

Appendix A—Authentication Methods

Google Authenticator:

1. From the authentication screen, click on the 'Setup' button underneath the Google Authenticator method

2. The following screen appears. Click on the appropriate type of mobile device that you own

3. Please note that you will need to download the Google Authenticator app to your mobile device. Once you have completed that step, click on the 'Next' button

a. Within the Google Authenticator app, the following screen will be displayed

b. Select 'Get Started'. The following screen displays
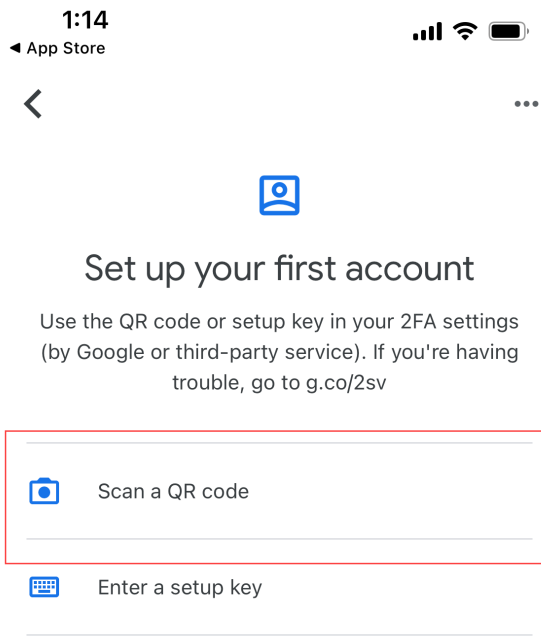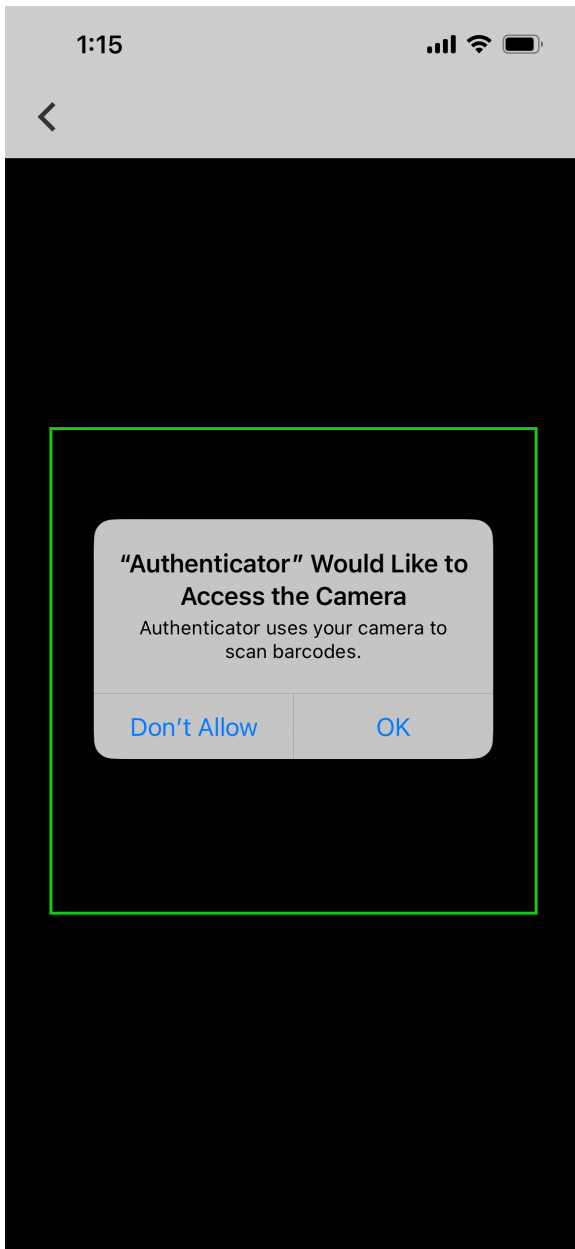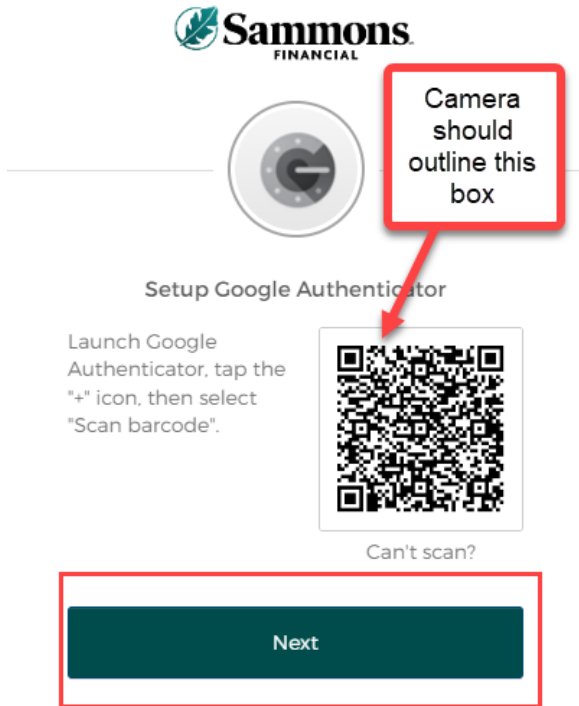
c. Select 'Scan a QR code'. This will open up your camera on your phone

d. Select 'OK'.

e. The camera will have a green box on it.

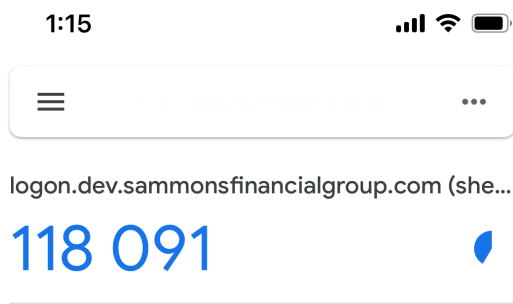4. Return to your browser screen which should be displaying the following screen

5. Move your camera so that the green box is outlined around the code shown above.

6. Click on the 'Next' button

   a. Return to Google Authenticator on your mobile device

b. A code should appear on the application

7. Return to your browser

8. Type in the code that is displayed in Google Authenticator into the box shown on the following screen

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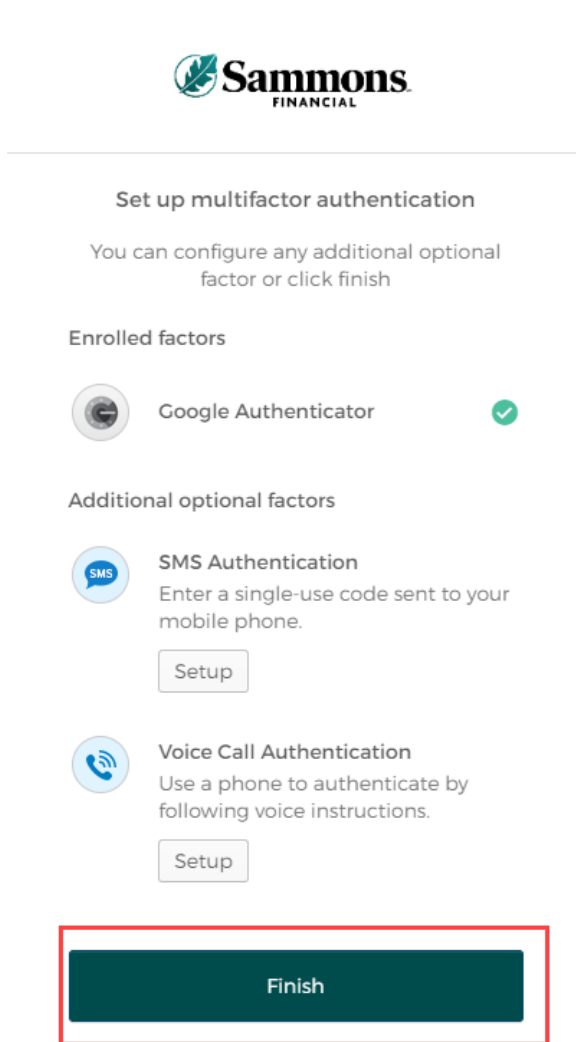Setup Google Authenticator

Enter code displayed from the application
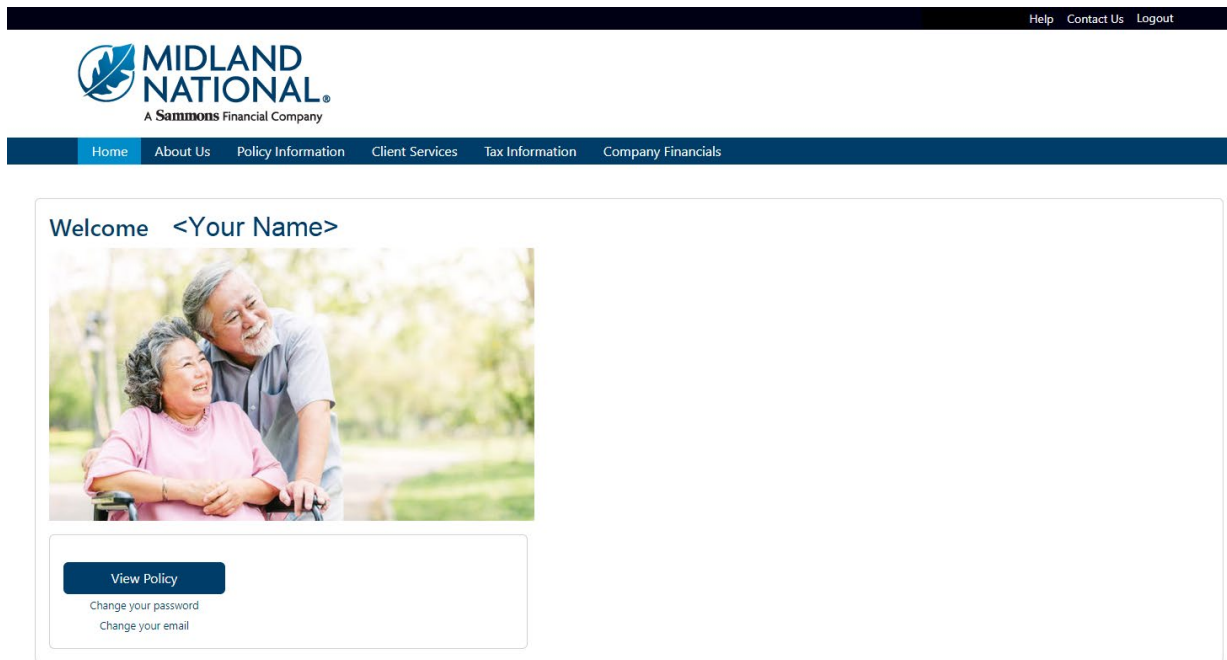
Enter Code

[   ]

Verify

9. Click on the 'Verify' button

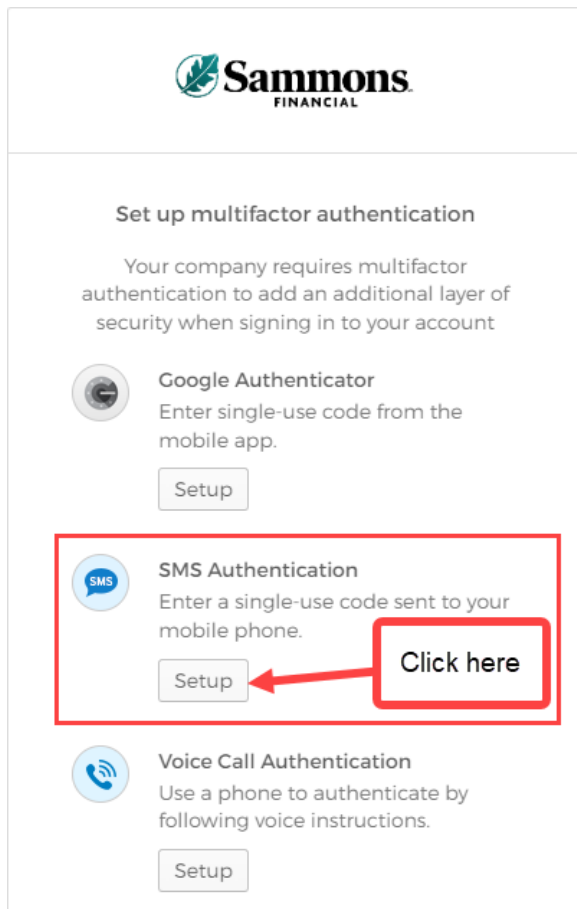10. The following screen will be displayed

11. Click on the 'Finish' button

12. Once you have completed the multifactor authentication, the following screen will be displayed:

SMS Authentication:

1. From the authentication screen, click on the 'Setup' button underneath the SMS Authentication method

2. The following screen displays. Type in the phone number of your mobile device and click on the 'Send code' button

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SMS

Receive a code via SMS to authenticate

United States ▼

Phone number

+1 [   ] Send code

3. A text message will be sent to your mobile device containing a code.

4. After clicking on the 'Send code' button above, the following screen will be displayed

Sammons FINANCIAL

SMS

Receive a code via SMS to authenticate

United States ▼

Phone number

+1 7012383738 Sent

Enter Code

[   ]

Verify

5. Type in the code that was sent to your mobile device in the 'Enter Code' field

6. Click on the 'Verify' button

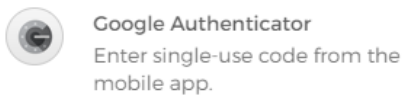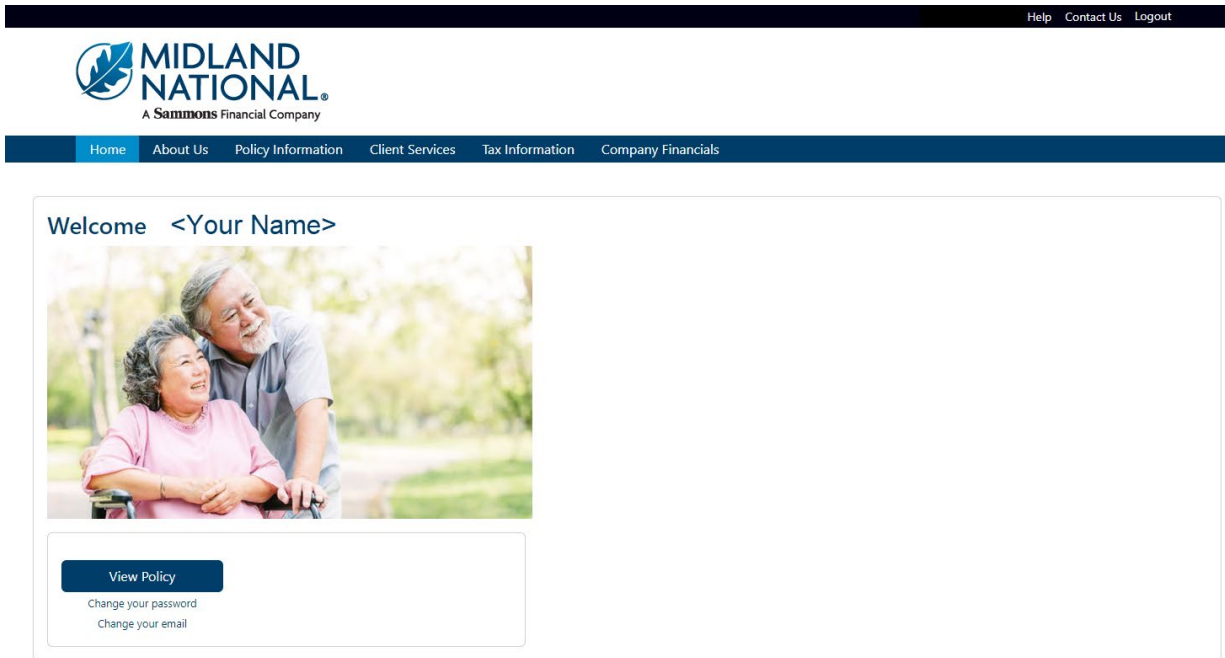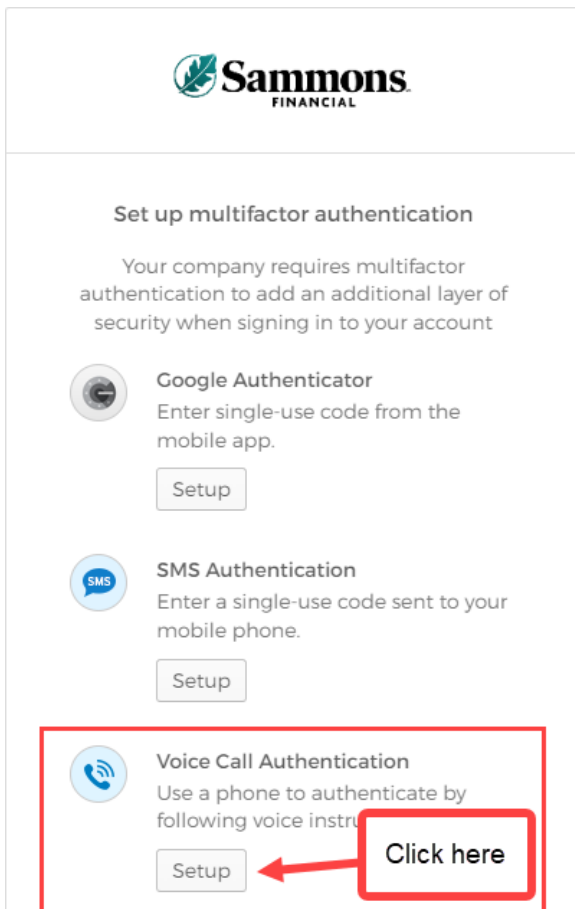7. The following screen will be displayed

8. Click on the 'Finish' button

9. Once you have completed the multifactor authentication, the following screen will be displayed:

Voice Call:

1. From the authentication screen, click on the 'Setup' button underneath the Voice Call Authentication method

2. The following screen will be displayed

3. Type in the phone number in the 'Phone Number' field and click on the 'Call' button

4. You will receive a call on your phone that will provide a code via an automated voice

5. After you click on the 'Call' button above, the following screen will be displayed
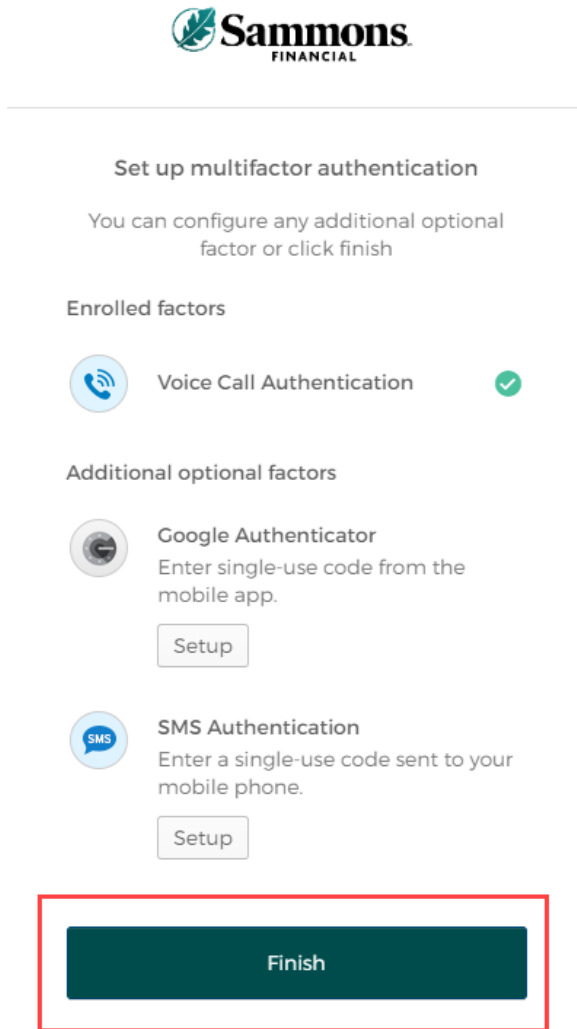

6. Type in the code provided by the automated voice on your phone call in the 'Enter Code' field.

7. Click on the 'Verify' button

8. The following screen will be displayed

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Set up multifactor authentication

You can configure any additional optional
factor or click finish

Enrolled factors

Voice Call Authentication ✓

Additional optional factors

Google Authenticator
Enter single-use code from the
mobile app.

Setup

SMS Authentication
Enter a single-use code sent to your
mobile phone.

Setup

Finish

9. Click on the 'Finish' button

10. Once you have completed the multifactor authentication, the following screen will be displayed: