

# MMLIS NIGO/Held and Defaulted Compensation Resolution

## Compensation

**Description** Use this reference sheet for the requirements necessary to correct any held (“NIGO”) or defaulted compensation with MML Investors Services (MMLIS).

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### Held Compensation

Compensation will be placed “On Hold” for the following reasons:

- **Licensing Restriction**
  - Rep’s licensing/appointment is not in good order (NIGO)/appointment paperwork has not been received
  - Product is Blue Sky in the state of sale
  - No selling agreement for specific product
- **Client Account Restrictions**
  - Client paperwork not provided to MMLIS
  - A Plan Solutions agreement termed
  - Client has passed away
  - Client CIP failure was not resolved. Issues with client information such as:
    - Address
    - SSN
    - Date of Birth

**Note:** For split business, if one rep’s licensing is NIGO, the entire transaction will be placed “On Hold”. Held commissions will not pay out to any rep on the split within the 90-day hold period until the NIGO rep’s licensing is resolved.

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## Defaulted Compensation

Compensation will “Default” for the following reasons:

- Commissions were on hold for 90+ days without resolution
- Rep has a suspension period - Trade date on transaction falls between suspension effective date and/or end date.
- Missing FINRA license – Based on specific product type, rep does not have required FINRA license such as a Series 7.
- Rep is terminated – Termination effective date is prior to trade date listed on the transaction.
- Rep was truly not properly licensed as of the Trade Date of the trade

**Note:** Per MMLIS policy, compensation aged greater than 90 days from the process date will not be paid to the rep and may be sent back to the carrier.

## Held Compensation Switching to Default Status

Held gross dealer concession (GDC) switches to Default on calendar day 91. It will be reflected as a “Defaulted” trade on the next day’s report (within sales blotter, commission statement, and trail detail report). Beginning with the following cycle, the defaulted trade will no longer be viewable on reports.

**Note:** There is a countdown built into the commission reports to alert the rep to the age of the held transaction. For additional information on how to interpret a sales blotter, commission statement or trail detail report for held/defaulted compensation, refer to the [MMLIS Workbench User Guide](#) reference sheet on FieldNet.

## Common Compensation Restrictions

RESTRICTION	DESCRIPTION	HOW TO CORRECT
<b>OL</b> – License / Default Discrepancy	<p>The rep either is not properly licensed in the client's state of residence and/or state of sale or the necessary appointment paperwork has not been received by the Home Office.</p> <p>NOTE: FINRA rules state that the agent must be properly licensed at the time that the trade was placed.</p> <p>Compensation will pay moving forward after the agent is properly licensed.</p>	<p>To obtain missing licensing:</p> <ul style="list-style-type: none"> <li>• <a href="#">Access MMLIS Direct</a></li> </ul> <p>To resolve appointment issues:</p> <ul style="list-style-type: none"> <li>• <a href="#">Access Non-Prop Variable Product Appointment Process</a></li> <li>• Submit forms to EdsHub2@MassMutual.com</li> </ul> <p>For questions on Licensing and Appointments:</p> <ul style="list-style-type: none"> <li>• Contact your Agency Licensing Coordinator</li> <li>• <b>For additional questions</b>, email AdvisorOperations@MassMutual.com or call AdvisorOps 800-767-1000 ext. 48850</li> </ul>

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	No compensation will be paid to an advisor during a period of suspension.	
<b>OH</b> – Split Code Licensing Issue	Another rep on the split business has a licensing and/or appointment that is NIGO.	<p>To obtain missing licensing/appointments contact:</p> <ul style="list-style-type: none"> <li>Agency Licensing Coordinator</li> <li>Email <a href="#">Advisor Operations</a></li> </ul> <p><b>Note:</b> If it is determined that the non-licensed rep should not have been listed on the case, submit a business reassignment request to remove the rep that lacks the necessary licensing or appointment requirement. Comp will automatically release to the new rep once the account is updated assuming the new rep(s) are properly licensed as of the trade date.</p>
<b>R1</b> – Account Restricted; Documents NIGO	Account paperwork is missing or NIGO.	<p>To resolve, submit:</p> <ul style="list-style-type: none"> <li>Complete and submit current copies of the new account paperwork*</li> <li>Notate which account is currently on a paperwork hold</li> </ul> <p>* If paperwork is incomplete and/or stale dated (typically 60 days), your agency's ASO must obtain/submit an email from your regional new business manager documenting the exception granted on the case. Refer to <a href="#">Knowledge Center</a> for new account paperwork requirements.</p>
<b>R1</b> – Account Restricted; No Active MMLPS Agreement	Pension Resource Center has received a Notification of Termination Form	<p>To Resolve:</p> <ul style="list-style-type: none"> <li>Email <a href="mailto:MMLPS@MassMutual.com">MMLPS@MassMutual.com</a></li> </ul> <p><b>Or</b></p> <ul style="list-style-type: none"> <li>Call PRC at 800-842-4015</li> </ul>
<b>R2</b> – Account Restricted; Documents IGO	Account paperwork received and IGO; however, information is still missing or client has passed away requiring account re-registration.	<ul style="list-style-type: none"> <li>Email <a href="mailto:MMLISIService@MassMutual.com">MMLISIService@MassMutual.com</a> or Call MMLIS Representative Services: (800) 542-6767, (option 1, option 1), <b>OR</b></li> <li>Refer to the <a href="#">Account Maintenance</a> page in Knowledge Center for</li> </ul>

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		requirements to re-register a decedent's account.
<b>R3</b> – Not Plan Solutions	RIA Fees have been received on a plan that has not been approved by the MML Plan Solutions team.	Email <a href="#">MMLIS Comp Inquiry</a>
<b>NS</b> – No Selling Agreement	MML Investors Services does not have a selling agreement with product.	Email <a href="#">MMLIS Products</a>

## Paperwork Submission

To resolve NIGO/held and defaulted NIGOs, submit paperwork to the MMLIS home office via mail.. For submission information, please refer to the MMLIS Business Submission and Contact List

### Mail

**Regular Mail:**  
**PO Box 9062**  
**Springfield, Ma**  
**01102-9062**

**Overnight Mail (UPS/Fedex):**  
**MMLIS**  
**1295 State St**  
**Springfield, MA 01111**

## Resources and Contacts

RESOURCE TITLE	WHERE TO FIND IT
<a href="#">MMLIS Workbench User Guide</a>	FieldNet > My Practice > Compensation > MMLIS Commissions > Process & Procedures
Licensing NIGOs - Regional Service Ambassador	(800) 767-1000 (ext. 48850)
MMLIS Representative Services	(800) 542-6767, (option 1, option 1)
MMLIS Compensation	<a href="#">MMLIS Comp Inquiry</a>
MMLIS Products	<a href="#">MMLIS Products</a>

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