

Address/Phone Number Changes

REFERENCE GUIDE

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Overview

MML Investors Services (MMLIS) must maintain accurate books and records (B&R) data for all clients. This document outlines the requirements and procedures for changing a client address and/or phone number.

Note: A change made to an NFS account generates two revised account profiles (RAPs). One is sent to the new address, and another with limited information is sent to the old address.

Note: For all directly held business, you must also update the address directly with the carrier.

Requirements

Requests must meet the following criteria:

- The request must list the applicable accounts for the client address/phone number change. If the request does not list the accounts, MMLIS will update the address/phone number on all the client's accounts (brokerage, direct, and WMS).
- The request must specify whether the address change is for to the client's legal address, mailing address, or both legal and mailing addresses.
- The representative (RR/IAR) of record must hold the appropriate licensing in the state(s) or U.S. territory where the authorized account owner(s) (e.g., power of attorney (POA), trustee, etc.) resides.
 - For custodial accounts, the RR/IAR of record is not required to hold licensing in the state where the minor resides.
 - For non-prototype accounts, the RR/IAR of record is not required to hold licensing in the state where the beneficiary (e.g., "for the benefit of" or FBO) resides.
- The client cannot use a foreign address for his or her legal or mailing address. For more information, consult the Clients Outside the U.S. reference guide.

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Address/Phone Number Changes

- The client cannot use a P.O. Box for his or her legal address.
- The legal address cannot list an “in care of” (C/O) unless the client provides a letter of instruction (LOI) stating that he or she resides at the C/O address.

NOTE!

- Address change requests for Transfer on Death (TOD) brokerage accounts in the state of Texas should be submitted to MMLIS using the **Account Maintenance Online Request** web form, which is located in the [forms library](#).
- Address change requests for closed brokerage accounts should be submitted to MMLIS using the **Account Maintenance Online Request** web form, which is located in the [forms library](#).

Updates for Households Managed with the Client360° CRM

If you use the Client360° CRM to manage your clients, there are two ways to submit an address or phone number change:

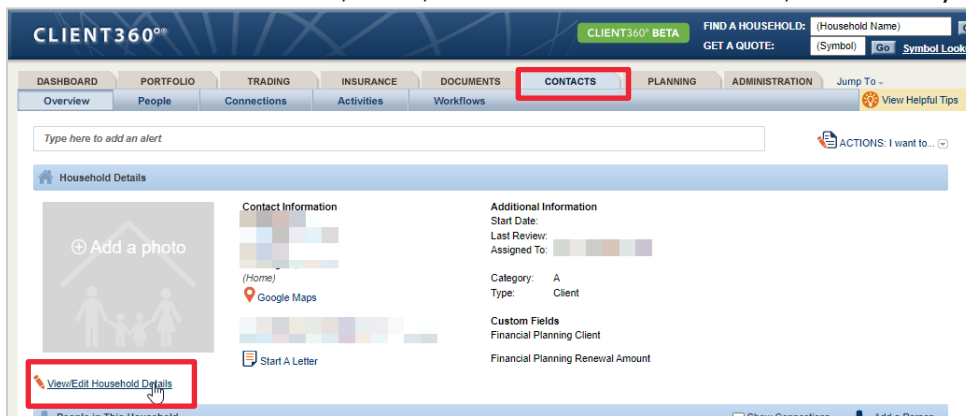
- Use the **Push Address to Books & Records** Address Change tool in Client360°, which includes an option to set a new address for all of a Household's accounts at once
- Edit the profile for a single account in the **Account Opening tool**

Using Push Address to Books & Records to Update at a Household Level

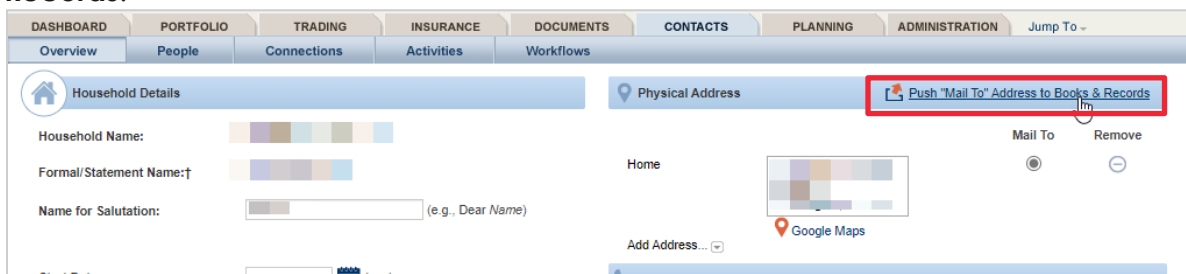
Using the Push Address to Books & Records tool allows you to quickly update the mailing address, legal address, home address, and/or work address as well as across all accounts or a subset of accounts within the Household. You can access it at the Household level within Client360°.

To Update and Push the Address/Phone Number Using the Push Address to Books & Records Tool

1. Locate the household via Client360°.
2. Select the **Contacts** tab, then, under **Household Details**, click **View/Edit Household Details**.



3. Update the address and/or phone number, then click **Push “Mail To” Address to Books & Records**.



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Address/Phone Number Changes

4. A new screen will appear with the updated address information. Use the checkboxes to select the accounts you wish to apply the new address and phone number to. You can choose to **Apply to All Addresses** (and/or **Phone Numbers**), apply to certain types of addresses and phone numbers (Mailing Addresses, Legal Addresses, etc.), or select individual accounts and contact details you wish to update.

CLIENT360[®]

Edit Addresses / Phone Numbers

Enter Address

Address 1:

Address 2:

City:

State: ZIP:

Enter Phone Number

Phone Number:

Extension:

Note: To remove a phone number or extension, leave the fields above blank and choose which numbers to apply it to below.

Apply Change

All Accounts

Apply to All Addresses Apply to All Phone Numbers

Apply to All Mailing Addresses Apply to All Home Phone Numbers

Apply to All Legal Addresses Apply to All Work Phone Numbers

NAF ID (IRA Rollover)†

Apply to All Addresses in This Account Apply to All Phone Numbers in This Account

Account Level

Mailing Address

Legal Address

Mailing Address (Primary)

Legal Address

Home Phone Number

Work Phone Number

5. Scroll down, then click **Submit**.

NOTE: For all directly held business, you must also update the address directly with the carrier. Changing the address within the Client360[®] CRM does **not** automatically send the new address to the carrier.

Using the Account Opening Tool to Update at an Individual Account Level

To update the address or phone number for a single account, you can also make the changes within the Account Opening tool.

To Update the Address/Phone Number with the Account Opening tool:

1. Locate the account in Client360[®], then click **Jump To ▼** and select **Account Profile**.

CLIENT360[®] CLIENT360[®] BETA

FIND A HOUSEHOLD: (Household Name)

GET A QUOTE: (Symbol) Go

DASHBOARD PORTFOLIO TRADING DOCUMENTS CONTACTS PLANNING ADMINISTRATION

Jump To -

- Dashboard
- My Dashboard
- Portfolio
- Overview
- Holdings
- Activity
- Statement & Confirms
- PIP/SWP
- Account Profile**
- Reports

As of 6/26/2022

Account/Group: All Accounts

Recent Document Uploads

Type	Name	Date
	TOA Addtl Asset Sched	06/13/21
	TOA Addtl Asset Sched	06/10/21

Asset Class (Primary)

2. On the next screen, select the account you wish to update from the list or the drop-down menu.

Address/Phone Number Changes

3. The account details will display. Under NAF/Client Information, click **Edit Account Information**.

The screenshot shows the Client360 interface with the 'Account Profile' tab selected. Under the 'NAF/Client Information' section, the 'Edit Account Information' link is highlighted with a red box. The account details include: Account Number, Account Reg: NFS/FMTC IRA, Account Name: IRA NFS - BROKERAGE, Reg Type: IRA, Sponsor: NFS, Advisor Id, Contract Date, Open Date, Close Date, Managed Account: No, Fee Authorization, Initial Funding, Business Line, and Investment Ob.

4. Select the **Edit this account's profile** radio button and click **Next**.

The screenshot shows the 'Edit Account Profile' dialog box with the following options: 'Edit this account's profile' (selected), 'Edit address/phone for all accounts in this household', and 'Edit Dividend and Capital Gain instructions'. The 'Next' button is highlighted with a red box.

5. The Account Opening tool will appear. In the **Profile** section, enter the updated mailing and/or legal address.

The screenshot shows the 'ACCOUNT OPENING' tool with the 'Profile' section selected. The 'Party Details' form includes fields for: Prefix, First Name, Middle Name or Initial, Last Name, Suffix, SSN/TIN, Date of Birth, Citizenship Status (U.S. Citizen), Employment Status (Employed), Occupation (Dentist), Primary Phone, Secondary Phone, and Email Address. The 'Next' button is highlighted.

6. Click **Next** to move through the Account Opening screens, then click **Submit** when you're done.

NOTE: For all directly held business, you must also update the address directly with the carrier. Changing the address within the Client360° CRM does **not** automatically send the new address to the carrier.

Address/Phone Number Changes

Updates for Households Not Managed with the Client360° CRM

If you do not primarily manage your business with the Client360° CRM, there are two ways to update account addresses and phone numbers:

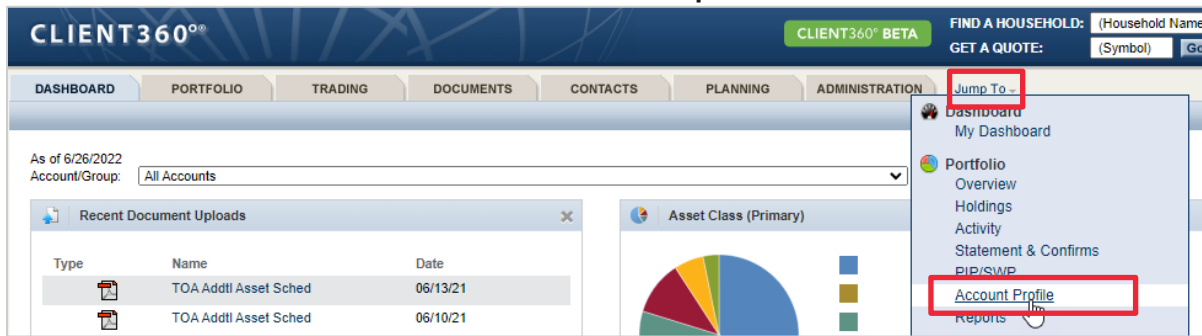
- Update multiple accounts at once with the **Edit Address/Phone** tool
- Edit an individual account's profile with the **Account Opening** tool

Using the Edit Address/Phone Tool to Update Multiple Accounts

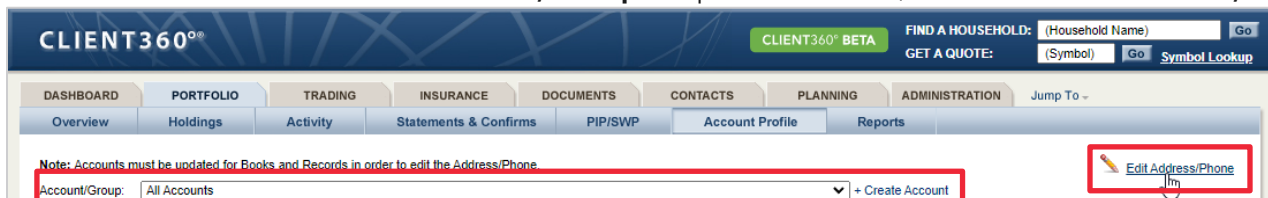
Using the Edit Address/Phone tool allows you to quickly update addresses for multiple accounts linked to the same client.

To Use the Edit Address/Phone Tool:

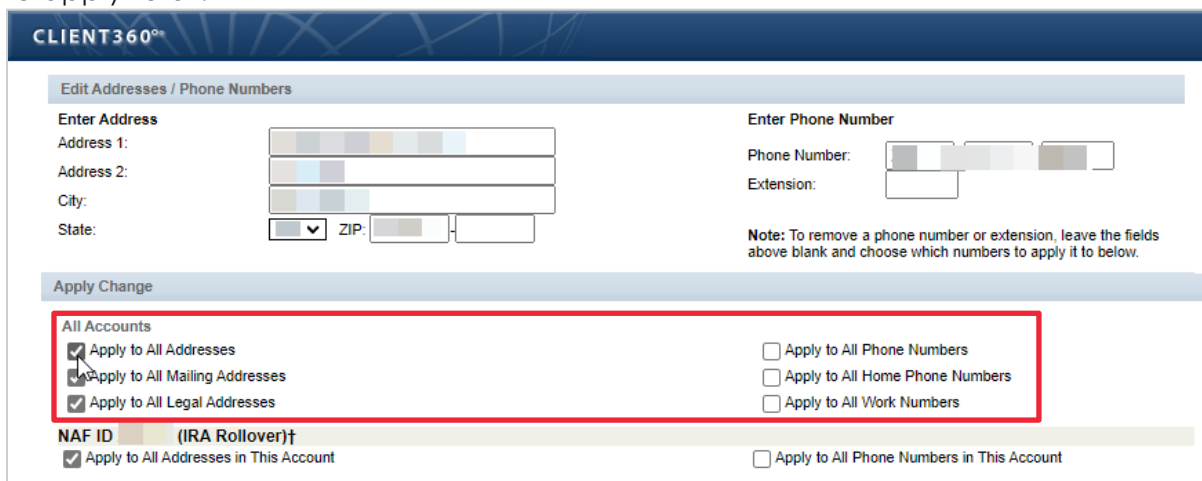
1. Locate the account in Client360°, then click **Jump To ▼** and select **Account Profile**.



2. Select **All Accounts** from the **Account/Group** drop-down menu, then click **Edit Address/Phone**.



3. Enter the updated address and/or phone information, then select the account addresses where the new information should be applied. You can select individual accounts, or choose to apply to all.



4. Scroll to the bottom, then select **Submit**.

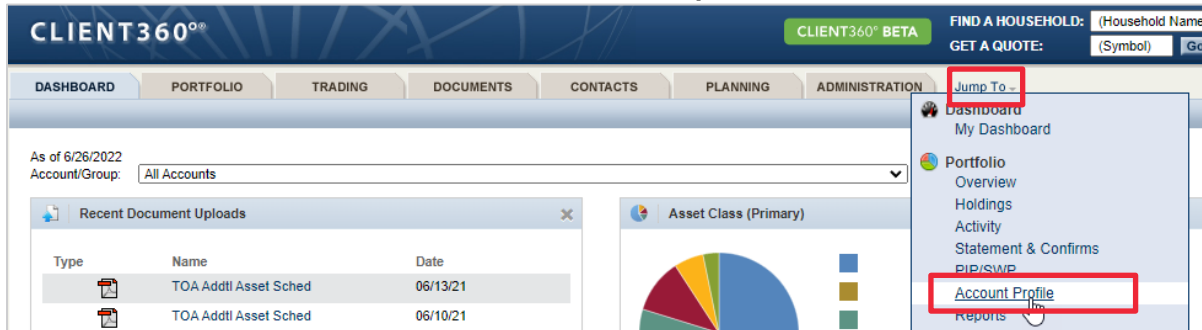
Address/Phone Number Changes

Using the Account Opening Tool to Update a Single Account

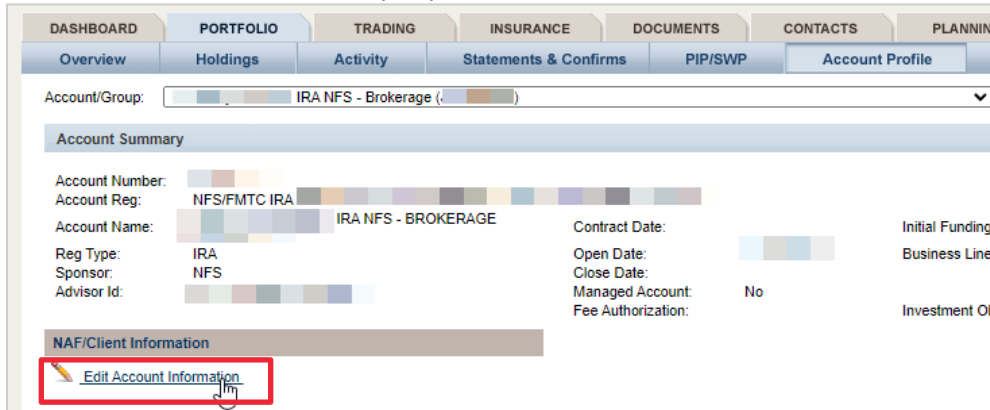
To update the address or phone number for a single account, you can also make the changes within the Account Opening tool.

To Update the Address/Phone Number with the Account Opening tool:

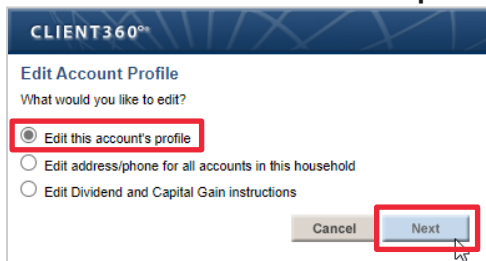
1. Locate the account in Client360°, then click **Jump To ▼** and select **Account Profile**.



2. On the next screen, select the account you wish to update from the list or the drop-down menu.
3. The account details will display. Under NAF/Client Information, click **Edit Account Information**.



4. Select the **Edit this account's profile** radio button and click **Next**.



Address/Phone Number Changes

- The Account Opening tool will appear. In the **Profile** section, enter the updated mailing and/or legal address.

- Click **Next** to move through the Account Opening screens, then click **Submit** when you're done.

NOTE: For all directly held business, you must also update the address directly with the carrier. Changing the address within the Client360° CRM does **not** automatically send the new address to the carrier.

Other Ways to Submit an Address/Phone Number Change

If you are unable to complete the address/phone number change with self-service tools, you may also use the options described in the table below.

Method	Process
Web Form	Submit the Account Maintenance Online Request webform in the Practice360° Forms Library.
Phone	The RR/IAR of record or authorized individual may contact Representative Services .
Email	Email MMLIS Service from a @financialguide.com or a company-approved email address and copy the RR/IAR of record (if applicable). Specify whether the address change is for the legal and/or mailing address to avoid not-in-good-order (NIGO) submissions.