

Preferred Product Network (PPN) Contact Directory

The PPN brokerage program is made up of a team of Principal employees and the Crump teams that support all aspects of business processing. See below for contact information.

Phone: 877-270-5592 *Use this number with the Loop options below to reach the specific department.*

PPN website: preferredproductnet.com

Mailing address: PO Box 14597 **Overnight Mail:** 711 High Street, Des Moines, IA 50392

Crump Email address format: firstname.lastname@crump.com

Product Category	Sale Assistance		Application Submission	Case Processing	
Life	Team Phone Loop: Opt. 1, Opt. 1 Team Email: hbgsalesupport@crump.com		<u>E-applications:</u> PPN Website Transaction Center	Team Phone Loop: Opt. 1, Opt. 2 Team Email: silverteam@crump.com	
	Kristen Davis, Director, Internal Sales Jerry Mattern, CLU, ChFC, External Life Wholesaler Drew Newcomer, Life Wholesaler Robert Bancroft, Internal Wholesaler Troy Harris, Sr. Sales Support Assoc. Karl Heideman, Advanced Sales Thomas McKay, Advanced Sales	717-736-8048 717-736-8054 717-736-8031 717-736-8006 717-736-7995 213-337-3165 585-825-9220	<u>Paper Applications:</u> <u>Fixed Life:</u> Silverteam@crump.com <u>Variable Life:</u> PPNVariable@principal.com	Dawn Knapp, Supervisor Dawn Brenner, Sr. Case Manager Katie Duncan, Sr. Case Manager Sara Jeffthas, Case Manager Angel Myers, Case Manager Marianne O'Shea, Sr. Case Manager	717-736-7818 612-253-2432 913-253-3120 717-736-8124 717-736-8203 717-736-7816
Life Underwriting	Ron Cale, Technical Underwriting Director Isaac Dyer, Sr. Underwriting Consultant	717-736-7951 717-736-7939			
Fixed Annuity	Team Phone Loop: Opt. 2, Opt. 1 Team Email: annuity@crump.com		<u>E-applications:</u> PPN Website Transaction Center	Team Phone Loop: Opt. 2, Opt. 2	
	Joe O'Donnell, External Annuity Wholesaler Ayesha Baca, Internal Annuity Wholesaler Drew Hardgrove, Internal Annuity Wholesaler	860-321-2416 801-322-7501 717-233-1804	<u>Paper Applications:</u> <u>Fixed (non-indexed):</u> dmtannuity@crump.com <u>Fixed indexed:</u> bpmpsiemail@principal.com Upload directly into BPM via Wealthscape	Jennifer Self, Manager Angela Baron, Case Manager Tracy Jennings, Sr. Case Manager Kevin Smith, Case Manager Carol Thiessens, Sr. Case Manager Vicki Travis, Sr. Case Manager	801-519-7953 860-321-9534 704-927-4185 801-322-7499 801-322-7477 717-736-8108
Variable Annuity	<u>Carrier Sales Desks</u> Equitable Lincoln Jackson Pacific Life, non-NY business Pacific Life, NY business Prudential	888-517-9900 888-895-4830 800-711-5653 800-722-2333 800-748-6907 800-752-6342	Team Phone Loop: Opt. 3 <u>Questions:</u> ppnvariable@principal.com Paper Applications: Email: bpmpsiemail@principal.com Upload directly into BPM via Wealthscape See updated submission guide for more information: updated submission guide MM9264	<u>Pre-PSI Supervision Approval:</u> ppnvariable@principal.com <u>Post-PSI Supervision Approval:</u> Equitable Lincoln Jackson Pacific Life, non-NY business Pacific Life, NY business Prudential	800-789-7771 800-443-8137 800-766-4683 800-722-2333 800-748-6907 800-513-0805

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Product Category	Sale Assistance		Application Submission	Case Processing	
Disability	Team Phone Loop: Opt. 5, Opt. 2 Team Email: Dlsupportcenter@crump.com Rick Christy, External Wholesaler Kenny Russell, Director Sales	980-209-8589 425-201-7714	E-applications: PPN Website Transaction Center Paper applications: slcditeam@crump.com Fax: 800-608-8175	Team Phone Loop: Opt. 5, Opt. 3 Team Email: slcditeam@crump.com Stacy Behrmann, Sr. Case Mgr Specialist Cobie Simmons, Sr. Case Manager	801-533-7827 801-519-7910
Long Term Care	Team Loop: Opt. 4, Opt. 4 Team Email: LTQuotes2@crump.com Susan Weiland, CLTC, LTC External Wholesaler	410-559-2494	E-applications: PPN Website Transaction Center Paper applications: LTCNB@crump.com Fax: 800-486-6585	Team Phone Loop: Opt. 4, Opt. 3 Team Email: LTCNB@crump.com Katie Woodruff, Supervisor Emily Blackham, Case Manager Jordan Bramhall, Sr. Case Manager	801-322-7432 801-519-7955 801-245-7112
Appointments – Life (fixed and variable), Fixed Annuity, Disability, Long Term Care			Get Contracted: PPN Website Team Loop: Opt. 6 Team Email: cntrgppn@crump.com Team Fax: 717-703-4702		
Appointments – Variable Annuity			Email: ppnvaappointments@principal.com		
Variable Broker of Record Changes To confirm carrier/product availability: Email: PPN.BOR@principal.com			For questions on what forms are required: Email: RISBDS@exchange.principal.com Phone: 888-774-6267 For BOR submissions (after confirming carrier and plan availability): Email: bpmpsiemail@principal.com Phone: 888-774-6267 Fax: 844-767-7811		
Commissions – Fixed Life, Fixed Annuity, Disability, Long Term Care For information on when gross compensation is being paid by Crump to PPN			Team Phone Loop: Opt. 7 Team Email: commissions@crump.com Team Fax: 717-703-4979		
Commissions – Variable Life, Variable Annuity And Xtiva Commission Statement Questions			SCA Phone Loop: 800-388-4793 Opt 1, Opt 3, Opt 2, Opt 1 SCA Email: commissions.psi@principal.com		
Website Support			Phone: 888-246-0011 Email: WebSupport@crump.com		
Annuity E-application Support			Annuity Sales Desk Team Loop: Opt. 2, Opt. 1 Annuity Sales Desk Email: annuity@crump.com		
Life, Disability, Long Term Care E-application Support			Team Phone Loop: Opt 8 Email: DigitalSolutionsSupport@crump.com		
Principal Staff Email address format: lastname.firstname@principal.com					
Staci Hardy, CLU, ChFC, AVP		717-736-7938			
Jennifer Thorp, Asst. Director, Operations		717-736-7851			
Michele Yingling, Brokerage Consultant		717-703-5328			
Lisa Gentry, FLMI, ARA, ACS, Account Manager		717-736-7848			
Ron Cale, FLMI, Technical Underwriting Director		717-736-7951			
Isaac Dyer, FLMI, ACS, Senior Underwriting Consultant		717-736-7939			
Jen Hoon, Business Operations Associate		717-736-8107			
Evan Kress, Business Operations Associate		515-878-0361			
Justin Kunz, Business Operations Associate		515-878-0009			