Thank you for choosing MassMutual to help you protect who matters most.

MassMutual FINANCIAL GROUP®

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Client Medical Interview

Welcome to the Client Medical Interview – an electronic process we use to collect important information directly from our applicants.

We utilize Client Medical Interview to ensure that your information is secure and accurate, which will help us make consistent decisions in a timely manner.

Use the following tips & hints inside this brochure to guide you through the simple 4-step process.

MassMutual FINANCIAL GROUP®

We'll help you get there.®

Client Medical Interview in 4 easy steps

Before you begin

During the process you'll be asked questions about your health history, including conditions you may have experienced and the treatments you have received. Preparation is the key to making your experience as efficient as possible. Please have the following available before you begin:

- List of all current medications
- Physicians' names and addresses

If you need to end your session before submitting your signatures, you can log back into the secure website and begin where you left off. You may print a copy of your Client Medical Interview application and disclosures throughout the signing process.

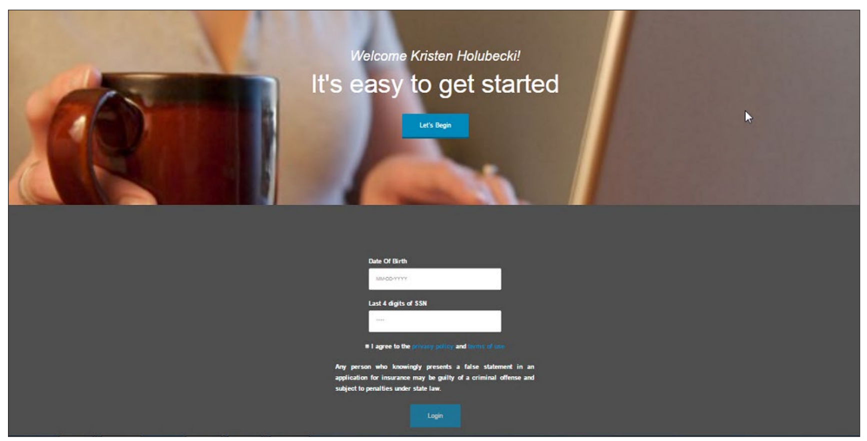
Be assured the security of your personal information is of the utmost importance to MassMutual. The system you will be accessing is a secure website designed to protect your personal information and is used strictly to process your MassMutual insurance application.

Step 1 | Accessing the site

First, you will receive an email from your MassMutual Financial Professional with a link to a secure website. After opening the web link, **click "Let's Begin"** to get started. The link to complete the Client Medical Interview will remain active for seven days. Contact your Financial Professional if your link has expired.

Step 2 | Authenticate your identity

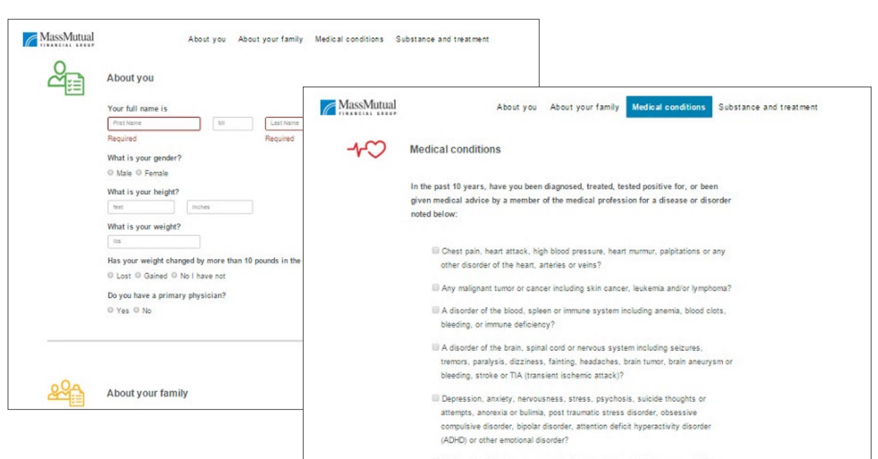
Once you link to the site, you will be asked to verify your identity by entering your date of birth and the last 4 digits of your social security number. Please review and agree to the privacy policy and terms of use. You must **check the box** acknowledging that you agree in order to continue.



Step 3 | Complete the Client Medical Interview

Once logged into the system, you will be asked to answer questions in these categories:

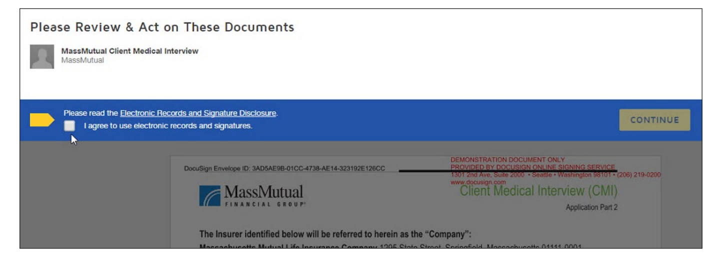
- About you
- About your family
- Medical conditions
- Substance and treatment



Depending on how you answer the Client Medical Interview questions, additional questions may appear to gather further details. Once you have completed all of the questions, click **"Sign and Submit."**

Step 4 | Review form and submit your signatures

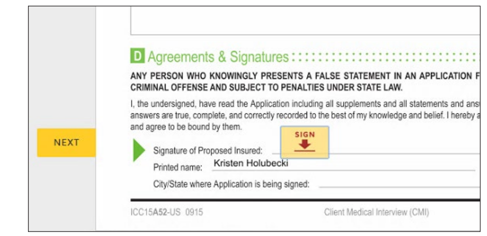
Read and acknowledge the Electronic Records and Signature Disclosure by **checking the box "I agree to use electronic records and signatures"** and then **click "Continue."**



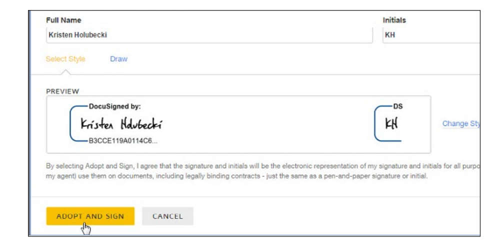
Review your Client Medical Interview application to ensure all the information is accurate. Be sure to scroll to the bottom and review each section. If you find incorrect information, **click "Go Back"** and you will be returned to the questions to make corrections.

To proceed to sign and submit:

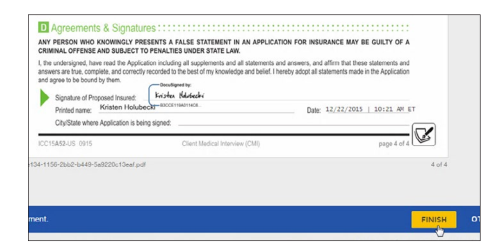
- **Click "Sign"** to begin affixing your electronic signature on the Client Medical Interview application.



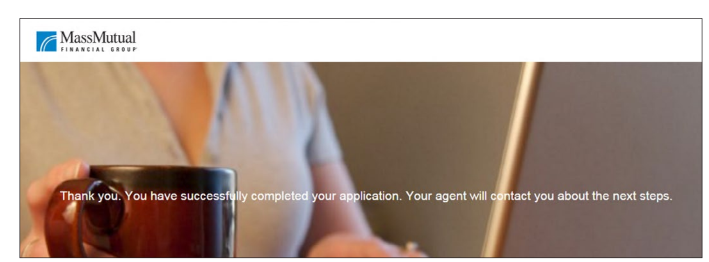
- **Choose "Adopt and Sign"**



- **Click "Finish"** to complete the submission process. A screen confirming completion will appear. You may close your web browser.



You will receive an email message to confirm the completion of the Client Medical Interview. A link to the completed Client Medical Interview will be included. The application can be reviewed, printed and saved.



If you have additional questions about the Client Medical Interview, please contact your MassMutual financial professional.