

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: 4135 N. Front Street, Harrisburg, PA 17110

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: hbgssalessupport@crump.com Kristen Davis, Sales Desk Supervisor Jerry Mattern, CLU, ChFC, External Life Wholesaler Drew Newcomer, Life Wholesaler Robert Bancroft, Internal Wholesaler Karl Heideman, Advanced Sales Thomas McKay, Advanced Sales	717-736-8048 717-736-8054 717-736-8031 717-736-8006 213-337-3165 585-825-9220	E-applications: PPN Website Transaction Center Paper Applications: Silverteam@crump.com	Team Phone Loop: Opt. 1, Opt. 2 Team Email: silverteam@crump.com Dawn Knapp, Supervisor Dawn Brenner, Sr. Case Manager Sara Jethas, Case Manager Angel Myers, Case Manager Cariemar Ortiz-Garces, Sr. Case Manager Marianne O'Shea, Sr. Case Manager	717-736-7818 612-253-2432 717-736-8124 717-736-8203 407-244-7621 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 Joe O'Donnell, External Annuity Wholesaler Andy Deus, Internal Annuity Wholesaler Drew Hardgrove, Internal Annuity Wholesaler	860-321-2416 801-322-7452 717-233-1804	E-applications: PPN Website Transaction Center Paper Applications: <i>Fixed (non-indexed):</i> ppnfixedannuities@principal.com <i>Fixed indexed:</i> ppnvariable@principal.com	Team Phone Loop: Opt. 2, Opt. 2 Jennifer Self, Manager Victoria Miggins, Supervisor Phyllis Weible, Case Manager Tracy Jennings, Case Manager Carol Thiessens, Case Manager Vicki Travis, Case Manager Mercedes Wiedrich, Case Manager	801-519-7953 717-214-5938 717-526-7362 704-927-4185 801-322-7477 717-736-8108 818-444-1316
Variable Annuity	<u>Carrier Sales Desks</u> Equitable Lincoln Jackson Pacific Life, non-NY business Pacific Life, NY business Prudential <u>Carrier Websites</u> Equitable Lincoln Jackson National Pacific Life Prudential	888-517-9900 888-895-4830 800-711-5653 800-722-2333 800-748-6907 800-752-6342	Team Phone Loop: Opt. 3 ppnvariable@principal.com	<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: DISupportcenter@crump.com		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 Amanda Kroll, Case Manager	801-533-7827 503-205-1059
Long Term Care	Team Loop: Opt. 4, Opt. 4 Team Email: LTCQuotes2@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 Kathryn Kupukaa, Supervisor Emily Blackburn, Case Manager	801-322-7432 801-519-7955
Appointments – Life (fixed and variable), Fixed Annuity, Disability, Long Term Care			Get Contracted: PPN Website Team Loop: Opt. 6 Team Email: cntrgpnn@crump.com Team Fax: 717-703-4702		
Appointments – Variable Annuity			Email: ppnvaappointments@principal.com		
Variable Broker of Record Changes <i>To confirm carrier/product availability:</i> Email: PPN.BOR@principal.com			<i>For questions on what forms are required:</i> Email: RISBDS@exchange.principal.com Phone: 888-774-6267 <i>For BOR submissions (after confirming carrier and plan availability):</i> Email: bpmpsiemail@principal.com Phone: 888-774-6267 Fax: 844-767-7811		
Commissions – Fixed Life, Fixed Annuity, Disability, Long Term Care <i>For information on when gross compensation is being paid by Crump to PPN</i>			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					
Carla Beitzel, AVP		717-736-7849			
Staci Hardy, CLU, ChFC, Director of Distribution and Finance		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			