

## REVISED

# Survivor Field Underwriting Guide

## Including a new Graded Death Benefit Option

**WELCOME**...you are either becoming appointed with LifeShield National Insurance Co. (LNIC), or, you are one of the representatives who have been associated with us. In either case, we appreciate very much that you are appointed with us and will be offering our Survivor Plan.

**What Has Changed????**...people dislike uncertainty. LifeShield wants to reduce it as much as possible for our agents and applicants. We have created a new Yes/No application that will provide the agent with the ability to know the product your client is qualified for when you leave the sales interview:

- Work a case that will result in a sale (either Standard or Graded Death Benefit) provided the applicant qualifies based on the answers to the Yes/No application
- Applicants age 80 and older are only eligible for Graded Death Benefit, not the standard Survivor policy
- No more prescription questions
- Shorter issue times
- Faster commission payments

### **What Has Stayed The Same????**...

- Same Great Rates
- Same Great Commissions – regardless if it is issued as Standard or Graded Death Benefit
- Same Great Reasons to Sell Survivor:
  - Applicants can still choose Lump Sum or Income Replacement benefit options
  - Joint First to Die applications can save your clients up to 100% when compared to the competition
  - Increased Persistency
  - More years of renewal income than other carriers

**Field Underwriting Has Never Been Easier**.... The Home Office is entrusting you to be our Underwriter in the field, so it is important to fully complete the application accurately, **to ask each question, list all doctors and hospitals as requested on the application**, and to investigate any answers that seem to conflict with your observations or knowledge about your client. All “No” answers to Section A and Section B will result in a level benefit plan of either tobacco or non-tobacco. Any “Yes” answer in Section B will result in a Graded Death Benefit plan with no change in premium rate (or commission). Any “Yes” response to questions in Section A is not an acceptable risk and should not be submitted.

**Quote Premiums That Are Always Correct**...use the Survivor Quote App calculator on your smart phone or the spreadsheet version for your computer (see attachment). Instructions to add the Survivor Quote App are available on our website, with your welcome package, or through your Agency Manager.

- Minimum Death Benefit \$3,500
- Maximum Death Benefit \$30,000

**Required Forms**...the following forms must be submitted before processing can begin:

- Application
- Replacement form if replacing insurance and required by state
- Voided check and Bank Draft form, if paying by monthly bank draft
- Check for first month’s premium if the initial premium payment is not being made by bank draft
  - Check cannot be postdated

**Home Office Processing...** may include an inquiry to MIB, Inc. If anything on the application is incomplete or inconsistent with MIB a phone interview will be conducted with the applicant, otherwise a Medical Information Verification form will be sent to the applicant for confirmation.

**Automatic Declines...** reasons for declines in addition to poor health:

- The applicant's personal information is not complete, and has not been furnished upon request
- The application was not received in the home office within 10 days of the application being signed
- The applicant does not recall filling out, or denies signing the application
- The applicant is unable or unwilling to complete a phone interview, if required

**Helpful Checklist...** please ensure all the following are complete before submitting your application:

- The applicant's personal information is complete and correct
- All medical questions on the application have been answered
- Be sure to list all doctors and hospitals visited within the last 24 months
- Any and all changes made to the application were **initialed by the applicant**
- Applicant has signed and dated all required pages of the application (both if joint)
- Agent has signed and dated all required pages of the application
- Make sure application is **completely** filled out
- The Pre-authorization Agreement for Electronic Funds Transfer must be **completely** filled out. If any information is missing, including the "DESIRED DRAFT DATE" or "TOTAL AMOUNT OF PAYMENT", the form is not valid or acceptable. The desired draft day field should only contain the day of the month to draft. The month or year is not required as we will draft on the day in the month the policy is approved. If the Pre-authorization Agreement for Electronic Funds has a discrepancy of more than \$1.00 on the modal premium a new form is required

### **Additional Guidelines Specific to the Application**

- Please be sure to write **legibly** and use dark colored ink when filling out the application
- If the applicant is born outside the United States, we require proof of legal residency such as a Social Security Card, Citizenship Papers, or appropriate Green Card
- The requested date of bank draft must be between the 1<sup>st</sup> and 28<sup>th</sup>
- The effective date will be the date approved if initial payment is by check, or date of first draft if initial payment is by bank draft. The requested effective date cannot be more than 30 days after the date the application was signed
- If you wish to try and save age, send in CWA (check or money order for the back premium and initial premium) or note Bank Authorization to draft 1<sup>st</sup> premium immediately
- The physician/hospital section on page 3 is required, if none, please indicate
- For joint applications, the premium rate is based on the age of the oldest applicant and whether either uses tobacco (including marijuana, vapes or e-cigs)

**Policy Delivery...** all policies will be mailed to the applicant unless it is noted on the application that the policy should be delivered to the agent, a previous arrangement with agent/agency has been made or the policy requires a signed endorsement by the applicant.

**Questions or Assistance...** If you have any questions, concerns, or need any assistance on underwriting, please call our Underwriting Department at 1-800-366-8354 and we will be happy to assist you.