

SBLI's ACCELERATED UNDERWRITING Q&A

For Guaranteed Level Term and Whole Life Products

Overview

What is SBLI's Accelerated Underwriting (AU)?

AU is an expedited process automatically used for all cases with face amounts up to \$500,000, ages 18-60, and all risk classes, without a medical exam. Advantages include:

- + Non-invasive process for your client
- + Easier sales track for the agent
- + Improved overall cycle time
- + Improved placement rate

How do I submit business?

There are two options - drop ticket or paper. However, the majority of submitted business is sent via drop ticket because of the minimal data collection requirements and the expedited speed of processing. Either way, Part 2 is completed by telephone with EMSI or APPS.

Where is it available?

Available in all states except New York and Montana.

Product

What products qualify for AU?

AU is available on our 10, 15, 20, 25 and 30-year guaranteed level term and whole life products

Will AU work on replacements?

Yes, subject to normal state regulatory guidelines.

Will a combination of level term and whole life qualify for AU?

Yes, but the combined total must be \$500,000 or less coverage.

What are the AU bands for the guaranteed level term product?

Band 1: \$100,000-\$249,999; Band 2: \$250,000-\$499,999;
Band 3: \$500,000.

Please note SBLI whole life products are not banded and the minimum face amount is \$25,000 for standard risk classes.

Process

What is the AU Process?

See **APPENDIX 1**

Is there a special AU application for this process?

No. Just use our current Part 1 application or drop a ticket via our ZipApp platform.

What is the agent's responsibility?

The agent plays an important role in this simple process, specifically assisting in:

1. Pre-qualifying the client;
2. Running a quote;
3. Either completing the ticket or Part 1 of the application;
4. Preparing the client for the telephone interview;
5. Assisting with any additional information that may be requested by the underwriter;
6. Delivering the policy.

Do I ever need to order an exam?

No, the AU process does not require a medical exam.

What should I tell my client about the process?

The interview is expected to take between 20-30 minutes. Preparation is key to ensure that the process goes smoothly. To prepare, give your client the "Preparing for your Accelerated Underwriting Call" guidelines. It can be found at **www.sblibrokerage.com**. The client should be prepared to discuss medical history; symptoms and conditions; doctor, hospital and medical facility visits; medications taken; employment and income; tobacco and alcohol use; hobbies/avocations; and beneficiaries. Also the client should be prepared to voice sign or e-sign the application during the interview.

Which payment and payor options are available?

Same as current: Monthly EFT, quarterly, semiannual, or annual direct bill or EFT. Credit card is available for first premium of any mode.

Can I bind coverage?

Yes, by using a conditional receipt. Note a temporary insurance receipt is used in Kansas.

Can I backdate to save age and AU eligibility?

Yes, up to age 60 ½, subject to state regulations on backdating.

What happens if the total face amount for separate policies for an individual exceeds \$500,000?

Exceeding \$500,000 of proposed coverage on one person will make the applications ineligible for AU.

Process, con't

Is existing SBLI coverage considered as part of the AU maximum amount of \$500,000?

Yes. If the existing SBLI coverage was issued within the last 24 months, it will be included in the \$500,000 maximum amount of coverage to qualify for AU. If the coverage was issued more than 24 months ago, your client will be considered within the AU parameters for the new coverage providing the death benefit does not exceed \$500,000.

What are the fulfillment center options?

You may select EMSI or APPS for our term products. APPS is the option available for our whole life products.

How and when will I receive status information?

EMSI or APPS websites will have status information and copies of completed forms. Once the application is submitted to SBLI, status will be available on SBLIAGENT.com. **See APPENDIX 2 for information on EMSI and APPS.**

Are other languages available for completion of the telephone interview?

Yes, Spanish is available and can be requested via the EMSI or APPS scheduling systems. **See APPENDIX 2 for information on EMSI and APPS.**

Underwriting

Which clients are eligible for Accelerated Underwriting?

All level term and whole life cases with face amounts up to \$500,000, ages 18-60 and all risk classes will be underwritten without a medical exam.

Will I have the same process teams?

Yes. The same teams you deal with today will support this process.

What are the types of data used?

We use data-driven information, in combination with the traditional Part 1 and Part 2, to assess your client. This includes prescription results, MIB and MVR results, and data analytics from public Fair Credit Reporting Act (FCRA) protected information.

Will an APS ever be obtained?

Yes. There will be scenarios based on “for cause” impairments where we will obtain an APS or other requirements as we do today for traditionally underwritten business.

Underwriting, con't

Is the Healthy Credits Program available with AU?

Yes. If there is enough information obtained to assess the credits to apply the rewards, your client will be considered for the best possible assessment, using any applicable healthy credits. See the SBLI Underwriting Guide for more information on the Healthy Credits Program.

Do any of the underwriting guidelines change for AU?

No.

Can my client increase the death benefit to an amount greater than \$500,000 after approval and/or policy issue using the AU parameters?

No. The proposed insured will need to have traditional requirements for any amount of coverage that exceeds \$500,000. See the SBLI Underwriting Guide for more information.

Will the Upsell Program apply to AU?

Yes, up to a maximum of \$500,000 total coverage.

Will SBLI require receipt of medicals (paramed and lab results) that were done for another carrier?

If medicals were done for another carrier within the last six months, we suggest the documents be sent to SBLI as they would be for traditionally underwritten business. This will avoid a potential request for additional information that may be prompted by MIB results or Part 1/Part 2 information gathered during the AU process.

If my client is not approved for coverage, will the reason be communicated?

Yes. If we are not able to provide your client with coverage, a reason for the declination will be provided as it is today with the traditionally underwritten process.

Does my client have an opportunity to have information they believe to be inaccurate modified or changed?

Yes. As part of the Fair Credit Reporting Act (FCRA), clients have a right to have any factual error concerning personal information be investigated, disputed, and corrected with the reporting agency that provided the information. At the time that SBLI's final decision is communicated, your client will be provided with the specific contact information and detailed procedures of this FCRA protected process.

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Appendix 1

The AU Process

Is there a special application for this process?

What is the anticipated turnaround time with this new process?

Step 1: The Agent

ZipApp®

- + Drop a ticket through iPipeline iGO® or *ApplicInt* and then the fulfillment center takes over. Remember to note a convenient time for the Part 1 and 2 telephone call with your client and indicate this time on the ticket.

OR

Paper Application

- + If you prefer paper, complete Part 1 of the application.
- + Submit the completed Part 1 directly to SBLI as you normally would for any new business application.
- + Do not schedule a paramedic exam. Instead, schedule online the Part 2 accelerated underwriting telephone call with one of our two fulfillment centers.

Step 2: The Fulfillment Center

- + The interviewer will contact your client and will complete Part 1 and Part 2 (or Part 2 only if you submitted a paper Part 1). Be sure to give your client the Preparing for your Accelerated Underwriting call instructions.
- + The form will be submitted electronically to SBLI. In addition, copies of the completed form will be available on the vendor website for your records.

Step 3: SBLI, The Accelerated Underwriting Process

- + Underwriting will evaluate the completed application with instantaneous electronic data such as prescription history, MIB, MVR, and FCRA public information.
- + The application will follow one of two paths:
 - Immediate approval that proceeds to issue
 - Underwriter determines that additional requirements are necessary, such as an APS, and a final assessment is determined upon underwriter review.

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Appendix 2

EMSI and APPS Information

Hours:

EMSI Hours: M-F 8 am to 10 pm* CST. Sat 9 am -1 pm CST.

APPS Hours: M-F 8 am to 10 pm* CST. Sat 8 am-2 pm CST.

* Last call out – 9 pm CST.

EMSI Contact Information

Existing EOL Users: send the following information to Relationship Manager Kathy Hancock at khancock@emsinet.com:

1. User name, EOL user id, email address, phone number, SBLI agency code.
2. Receive confirmation via email from EMSI that your user ID has been updated to include Drop-ticket accounts.

New Users: send the following information to Relationship Manager Kathy Hancock at khancock@emsinet.com:

1. Name, email address, phone number, physical address, agency name, SBLI agency code.
2. Receive confirmation via email from EMSI that you have been registered on EOL.

APPS Contact Information

APPS-PORTAMEDIC website users: Contact Craig Vaughan at cvaughan@appshq.com.

Existing Users: please provide user name, email address, phone number, SBLI agency code.

New Users: please provide agency name, your name, email address, phone number, mailing address, SBLI agency code.

APPS-PORTAMEDIC Existing System to System users: Contact Craig Vaughan at cvaughan@appshq.com.

Please provide your name, email address, phone number, an IT contact with his/her email address & phone number, current connectivity (i.e. XML, NAILBA 800/850), SBLI agency code.