

# New Vista® Life Insurance

For Agent Use Only - Not for Use with Consumers

#### **About Prosperity Life Group®**

#### Prosperity Life Group® Member Companies:







Prosperity Life Group® is one of the leading providers of life, annuity and supplemental products. Our member companies, SBLI USA Life Insurance Co, Inc., Shenandoah Life Insurance Company, and S.USA Life Insurance Co., Inc. have been meeting the needs of the middle market consumers for over 100 years.

Today, we have access to the national market (49 state licenses) through a wide array of distribution partners in the Bank, IMO, GA, and Worksite channels.

Meeting financial promises to our customers through financial strength and stability is paramount to everything we do and is evidenced by an A- (Excellent) A.M. Best rating.† We proudly service more than 300,000 policies with over \$13 billion of life insurance inforce.

†A.M. Best rating as of date of presentation

## Why Sell Prosperity New Vista® Final Expense?

- 3 Plan options (Level, Graded, Modified) that pay the same commission level ...no matter the age
- Diabetic friendly underwriting
- Smoker rates based on cigarettes only, in the last 12 months
- Social Security billing available (aligns payment date with deposit)
- Available in 44 states (not available in CT, MT, NH, ND, NY\*, SD)
   \*Similar product, Golden Promise, available in NY through SBLI USA.
   (Contact Agent Licensing for details)
- Daily commission payments available with direct deposit
- Multiple options for application submission (not all options available in all states)

# Why Sell Prosperity New Vista® Final Expense?

- User friendly Agent Portal that offers Quoting, Commission statements,
   Policy information, Marketing materials and Reporting tools:
   www.insuranceadmin.com/agent
- Contracting your agents is quick and easy! We offer a unique online contracting platform that allows complete customization of commission levels.
  - Most agents will receive a writing number within 2 days of contract submission (can vary based on state appointment requirements).
- Peace of mind knowing your clients' interests are protected by an A-(Excellent) A.M. Best rated company!

## Why Sell Prosperity New Vista® Final Expense?

#### 10% Cash Bonus program!

Place at least \$20K in AP during the quarterly qualification period for a 10% bonus!



Qualifying Products: New Vista® and Prime Term To 100<sup>SM</sup> (S.USA sales only)

Qualifying States: All states where product is available

- To qualify, must have a minimum of \$20,000 in annualized settled premium during the Qualification Period. No maximum.
- Policy must settle and remain active through the free-look period.
- Sales through Call Centers excluded if using call verifiers or agent representatives.\*
- Payout the month following end of Qualification Period.

\*The writing agent must submit the application through LiveApp and be present on the entire recorded call with Applical.



## **New Vista® Final Expense - Product Details**

Issue Ages: 50-80

**Expiry Age:** 121 (Policy) / 75 (Accidental Death Benefit Rider)

**Face Amount:** \$1,500 - \$35,000 (state variations apply)

**Risk/Rate Class**: The plan is simplified issue and is smoker distinct.

Approved (Level, Graded or Modified)/Declined, Tobacco(T) or Non-tobacco(NT) – Based on Cigarette use only, Male/Female

**Premiums**: Premiums are based on issue age, gender, and smoking class

only, and are fixed throughout the lifetime of the contract, with cash value accumulation. Premiums are also dictated by

their risk/rate class.

**Recurring Premiums:** EFT/Debit Card —Monthly, Quarterly, Semi-Annual, Annual

Direct Bill – Not offered Monthly

## **New Vista® Final Expense - Product Details**

#### **Modal Factors & Policy Fee:**

	Modal Factor	Policy Fee*
Annual	1.000	40.00
Semi-Annual	0.5150	20.60
Quarterly	0.2650	10.60
Monthly	0.0900	3.60

#### **Underwriting**

The underwriting decision is based on the answers to the application health questions, MIB, and a prescription drug check. Applicants must fall within a specific height and weight to qualify. The policy should be submitted using one of Apptical's Point of Sale underwriting approval methods. If Apptical is unable to render a decision, the case will be referred to the Home Office for final processing.

#### **Accelerated Death Benefit Feature (not available in CA)**

Should the insured be diagnosed with a terminal illness, the Accelerated Death Benefit feature allows access to a portion of the policy proceeds.

#### **Accidental Death Benefit Rider**

An Accidental Death Benefit Rider can be added to all 3 plan options. If elected, the rider coverage amount will equal the initial coverage amount of the base plan. The rider expires at age 75, so the proposed insured must be 74 or younger to apply. ADB rider premium is not commissionable.

<sup>\*</sup>Policy fee is commissionable

## **New Vista® Final Expense - Plan Options**

	Level	Graded	Modified
Issue Ages	50-80	50-80	50-80
Base Death Benefit	Death benefit is equal to face amount of policy from 1 <sup>st</sup> day of coverage	Non Accidental Death*  1st Yr. 30% of Face  Amount  2nd Yr. 70% of Face  Amount  3rd Yr.+ full face amount	Non Accidental Death*  1st Yr. 110% of annual premium  2nd Yr. 231% of annual premium  3rd Yr.+ full face amount
Accelerated Death Benefit Feature**	Up to 50% of death benefit in the event of a terminal illness	Up to 50% of death benefit in the event of a terminal illness	Up to 50% of death benefit in the event of a terminal illness
Optional Accidental Death Benefit Rider***	1X base amount	1X base amount (Accidental Death benefits are full face in Years 1-2)	1X base amount (Accidental Death benefits are full face in Years 1-2)

<sup>\*</sup> Base Death Benefit for Accidental Death is full face amount in all years.

<sup>\*\*\*</sup>Through age 75 only. Additional premiums apply.



<sup>\*\*</sup>There is no additional premium charge for this benefit but there is a \$150 processing fee and the benefit is discounted as an early payment. Not available in CA.

## **New Vista® Final Expense - Plan Options**

#### Plan eligibility is based on the following:

Declined If:

- Any "Yes" Answer to Part A Medical Questions
- Prescription history (refer to published prescription list)
- Build is either below the minimum or above the maximum allowed

Modified
Plan If:

- Any "Yes" Answer to Part B Medical Questions
- Build falls within Modified Plan
- Prescription history (refer to published prescription list)

**Graded**Plan If:

- Any "Yes" Answer to Part C Medical Questions
- Build falls within Graded Plan
- Prescription history (refer to published prescription list)

**Level** Plan If:

- All "No" Answers to Part A, B and C Medical Questions
- Build falls within Level Plan
- No concerns with prescription history (refer to published prescription list)

In all cases, Apptical will run MIB and RX history checks. Review of this medical may result in an adverse decision based on Company underwriting guidelines. Applications may also be withdrawn due to unresolved medical information. Please make sure to review the health questions with your client in their entirety and have clients review and confirm answers to avoid having the claim contested.

#### Additional Screening Questions Related to COVID-19

Attention Agents: Before proceeding with this application, please ask the following questions of the proposed insured. If the proposed insured answers "yes" to either question, please postpone the application for at least 30 days.

- 1) Within the last 30 days, has a medical professional administered a test on you for Coronavirus (COVID-19) for which you tested positive or for which, results are not yet known, or recommended that you be tested but testing has not yet been done?
- 2) Within the last 30 days, have you been subject to a government mandated quarantine or isolation order or been advised by a medical professional to self-quarantine due to suspected coronavirus or exposure to someone who has been exposed or diagnosed with Coronavirus (COVID-19)?

#### **The Application Process**

#### 5. HEALTH INFORMATION

SINCE THIS POLICY IS ISSUED WITH MINIMAL OR NO MEDICAL UNDERWRITING, THE PREMIUM RATE CHARGED INCLUDES AN EXTRA MORTALITY RISK CHARGE. IF YOU ARE HEALTHY ENOUGH TO QUALIFY AS A "STANDARD" RISK, PREMIUMS WOULD LIKELY HAVE BEEN LOWER IF YOU HAD APPLIED FOR A FULLY UNDERWRITTEN POLICY.

Has the Proposed Insured smoked cigarettes in the past 12 months?			No No
Ple	ase state the Proposed Insured's height and weight		
Pa	rt A - if any question is answered "Yes", the Proposed Insured is not eligible for coverage		
1.	Is the Proposed Insured currently or in the last 30 days been: hospitalized, committed to a psychiatric facility, confined to a nursing facility, receiving hospice or home health care, confined to a wheelchair due to a disease or waiting for an organ transplant?		■ No
2.	Does the Proposed Insured currently require human assistance or supervision with eating, dressing, toileting, transferring from bed to chair, walking, maintaining continence or bathing?		□ No
3.	Within the past 12 months has the Proposed Insured:  a. been advised by a member of the medical profession to have a diagnostic test (other than an HIV test), surgery, home health care or hospitalization which has not yet started, been completed or for which result are not known?		■ No
	b. used or been advised by a member of the medical profession to use oxygen equipment for assistance in breathing (excluding CPAP or nebulizer)?		□ No
	c. had or been advised by a member of the medical profession to have Kidney Dialysis?	Yes	□ No
4.	Has the Proposed Insured ever been diagnosed or treated for Acquired Immune Deficiency Syndrome (AIDS) and/or Human Immunodeficiency Virus (HIV) infection by a licensed member of the medical profession?		□ No
5.	Has the Proposed Insured ever been diagnosed or received treatment by a member of the medical profession f Alzheimer's disease, dementia, Lou Gehrig's/Amyotrophic Lateral Sclerosis (ALS), Cirrhosis of the Liver (Stage C)?		□ No
6.	Has the Proposed Insured ever been diagnosed by a member of the medical profession with more than one occurrence of the same or different type of cancer or is the Proposed Insured currently receiving treatment (including taking medication) for any form of cancer (excluding basal cell skin cancer)?	<u> </u>	■ No

# **The Application Process**

Part B - if any question is answered "Yes", the Proposed Insured may be eligible for the Modified Death Benefit Individual Whole Life Policy

1.	In the past 2 years, has the Proposed Insured been diagnosed or received treatment from a member of the medical profession, or other practitioner, or been hospitalized for any of the following:		
	a. the use of alcohol or drugs; or been advised by a physician, practitioner, health facility or counselor to restrict the use of alcohol or drugs?	<b>U</b> Yes	□ No
	b. complications of diabetes such as diabetic coma or insulin shock or had an amputation due to complications of any disease?		□ No
	c. heart attack, angina (chest pain), congestive heart failure, cardiomyopathy stroke, transient ischemic attack (TIA), or aneurysm or had heart or circulatory surgery?	🔲 Yes	□ No
2.	In the past 3 years, has the Proposed Insured been diagnosed, treated, or prescribed medication by a member of the medical profession for: internal cancer, including but not limited to, malignant brain tumor, malignant melanoma (but excluding basal/squamous cell skin cancer), leukemia, or multiple myeloma?		□ No
3.	In the past 2 years, has the Proposed Insured had more than 1 conviction for reckless driving or for driving under the influence of alcohol or drugs (DUI or DWI)?	Yes	□ No
	art C - if any question is answered "Yes", the Proposed Insured may be eligible for the Graded Death Bo /hole Life Policy	enefit Indi	ividual
1.	Has the Proposed Insured ever been diagnosed, treated, or prescribed medication by a member of the medical profession for:		
	a. Parkinson's disease, Systemic Lupus (SLE) or sickle cell disease?	🔲 Yes	No
	b. Cirrhosis (Stage A or Stage B) of the liver, chronic hepatitis or other liver disorder, kidney failure or other chronic kidney disease?	<b>\( \)</b> Yes	□ No
	c. Chronic Obstructive Pulmonary Disease (COPD), which includes emphysema, black lung disease or tuberculosis?	🔲 Yes	☐ No
	d. Bipolar Disorder or Schizophrenia or been hospitalized in the past 2 years for any mental or nervous disorder?	🔲 Yes	☐ No
	all questions in Parts A, B and C are answered "No", the Proposed Insured may be eligible for t	he Level	Death

# **IN-PERSON SALES PROCESS**

## **The Application Process – Options for Face-to-Face Sales**

There are 2 ways in which applications can be taken face to face, both of which provide for the opportunity to receive an underwriting decision at the point of sale through our vendor, Apptical:

- LiveApp web portal E-application for face-to-face sales using also AppticalMobile for ID capture (New Vista E-App)
- Paper application for face-to-face sales with telephone interview (New Vista)



#### **New Vista® E-Application for Face-to-Face Sales**





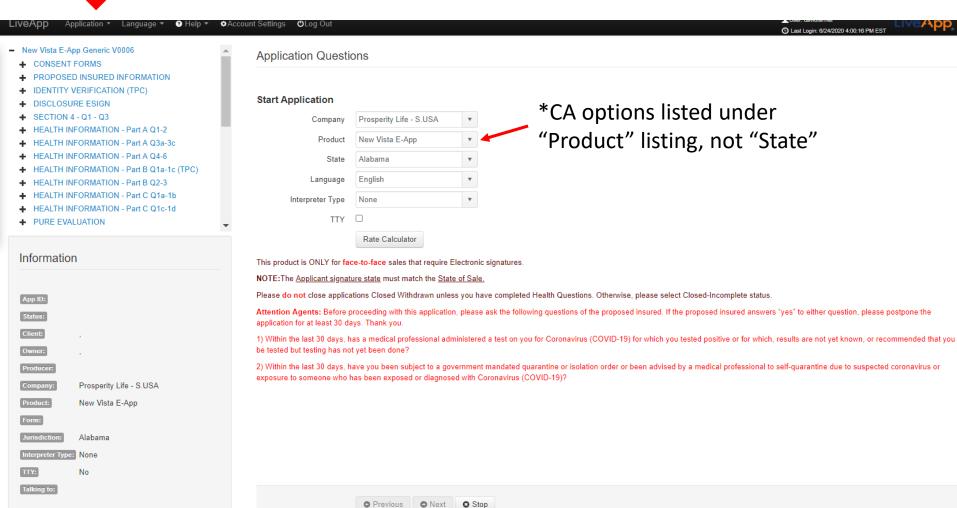
Electronic Application

# https://web.apptical.com/LiveApp/Login

- Login credentials are provided in your Welcome E-mail
- It can be completed from a computer or tablet/iPad, but not a smart phone.
- New Vista® E-Application is used for face-to-face sales only.
- Ask client to provide a Photo ID before completing the application.
- E-Applications are not available in ME
- PA E-apps require collection of PIS from Agent Portal

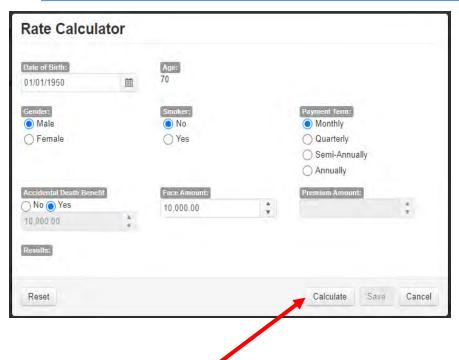
#### **Starting the Application**







#### **Rate Calculator**



1. Input client information and select "Calculate."

2. Scroll down to view rates for each plan. **Rate Calculator** 01/01/1330 No Monthly Male Yes Female Quarterly Semi-Annually Annually Accidental Death Benefit No No Yes 10,000.00 87.52 10.000.00 The Monthly premium amount including the Accidental Death Benefit Rider for New Vista E-App (with a Level) death benefit) is: 87.52 The Monthly premium amount including the Accidental Death Benefit Rider for New Vista E-App (with a Graded death benefit) is: 123.43 The Monthly premium amount including the Accidental Death Benefit Rider for New Vista E-App (with a Modified death benefit) is: 162.01 Reset Calculate Cancel 3. Then, click "Save."

4. Click "Next" to proceed to the next page.

• Previous • Next • Stop

#### Electronic Transaction Consents - Review with the client.

#### Consent to Electronic Signature/ E-Delivery of app documents is required to proceed.

#### CONSENT FORMS

Consent to Electronic Signature and E-Delivery of Application Documents

In order for us to process your application electronically, we must obtain your consent to use of your electronic signature and electronic delivery of certain notices and disclosures related to your application. You may revoke this consent prior to policy issue in which case your application will be withdrawn.

Do you agree to electronic Signature and E-Delivery of Application Documents?



# Consent to Go Green Program (E-Delivery of policy and other communications) is encouraged but optional.

Help us GO GREEN by consenting to receive your Policy, if issued, and certain notices, disclosures and other documents relating to your Policy and its administration ("Documents") electronically rather than through the US Mail. By checking "I agree" below, you understand and agree that:

E-delivered Documents will be posted to your Customer Center account, accessible at www.prosperitylife.com, "My Policies" tab.

Notice of such postings will be sent from edelivery@prosperitylife.com to your email address.

You are responsible for providing a valid email address and for notifying us if your email address changes. Because some important information may still be sent through the US Mail, you also must keep us informed of your current postal address. Addresses may be updated on Customer Center or by contacting the Home Office directly.

Documents are considered delivered to you upon transmission of the posting notice to your email address. Once notified, you are responsible for timely retrieval of the information.

You may request a paper copy of any e-delivered Document by written request to the Home Office.

You may revoke this consent at any time by changing your preferences in Customer Center or by written request to the Home Office. Revocation will take effect within 15 days of receiving your request or as otherwise required by law. Revo-cation does not affect the legal effectiveness of a Document electronically delivered to you before the revocation is effective.

If a notification email is returned as undeliverable, the referenced Document will be sent to you by US Mail.

To access Documents delivered electronically, you will need:

Access to a device capable of running a current internet browser;

Access to internet service and an email account;

Software which permits you to receive and review PDF files (free software can be downloaded at adobe.com);

The ability to download or print documents.

Do you agree to the electronic delivery of documents?





#### **Proposed Insured Information & Identification Verification**

You must upload a scan of the Proposed Insured's Driver's License or State Issued Photo ID. In order to do this, you must download the AppticalMobile app to your smartphone or tablet.

\*IMPORTANT\* – please review the training videos to help ensure a smooth process:

Tablet Demo version (manual AppID entry): <a href="https://vimeo.com/426009384/f254a0af19">https://vimeo.com/426009384/f254a0af19</a> Laptop Demo version (using QR code): <a href="https://vimeo.com/432259365/17b8826a07">https://vimeo.com/432259365/17b8826a07</a>

Most of the proposed Insured's information should be automatically filled in based on information obtained from the Photo ID. Please note that you will need to input Social Security Number and US Citizen or Legal Permanent Resident Status.

Test PI information with QR

If you are using your cell phone to capture the Photo ID, please Select "Capture ID for LiveApp" found in the MobileApp menu. Select "QR Code Scan" as the input method. Once the QR code is scanned you will be able to take a picture of the Photo ID using your cell phone. Some of the Photo ID information will populate below.

ID photos submitted

If you prefer to use your tablet to take the a picture of the Photo ID please open the Apptical MobileApp on your tablet in another tab. Please Select "Capture ID for LiveApp" found in the MobileApp menu. Select "Manual Input". Make sure to have the LiveApp Application ID 2585904 ready to enter into the "Application ID" field in the MobileApp screen. This will allow you to take a picture with your tablet. Some of the Photo ID information will populate below. You may then confirm the information and continue the application process.

Please enter the following information:

① Gender: Female

First Name

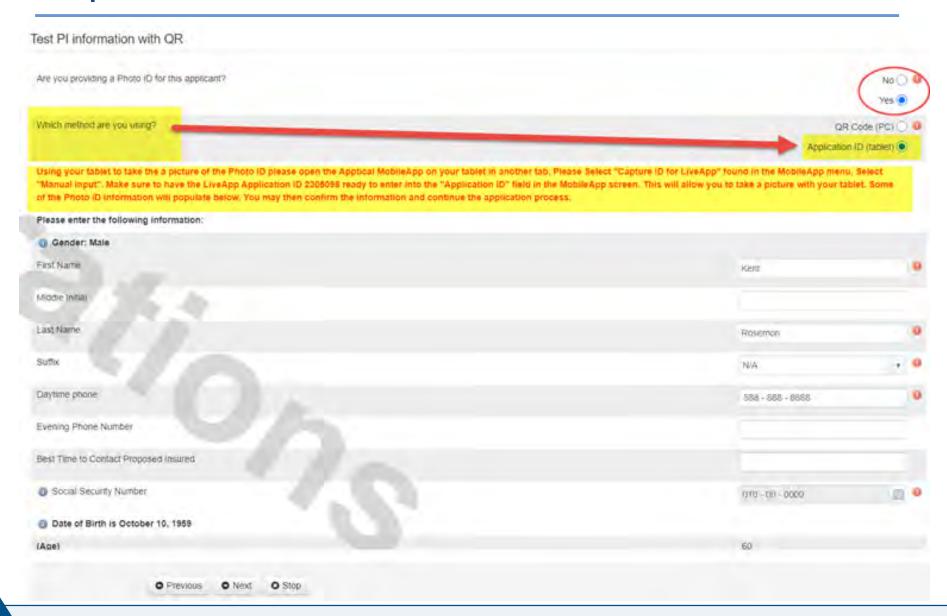
Test

Dee

Last Name

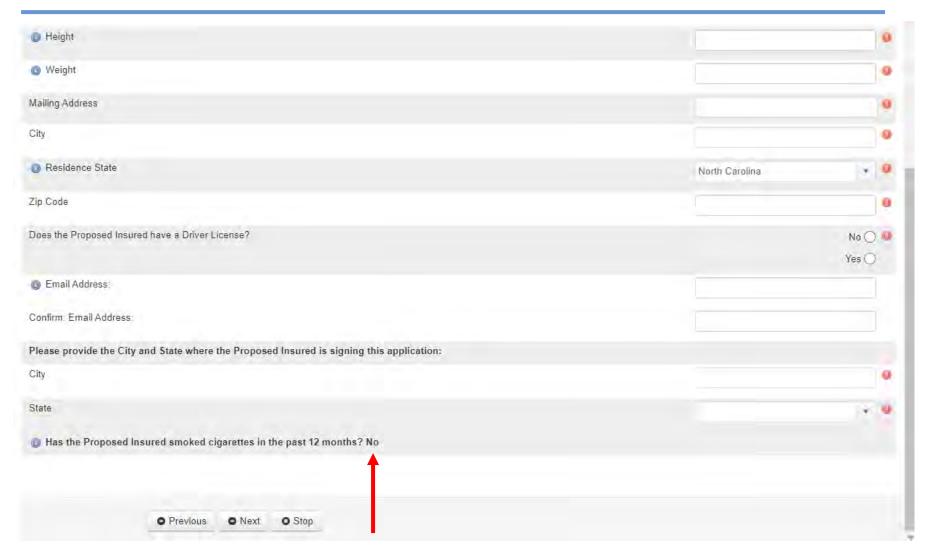


## **Proposed Insured Information**



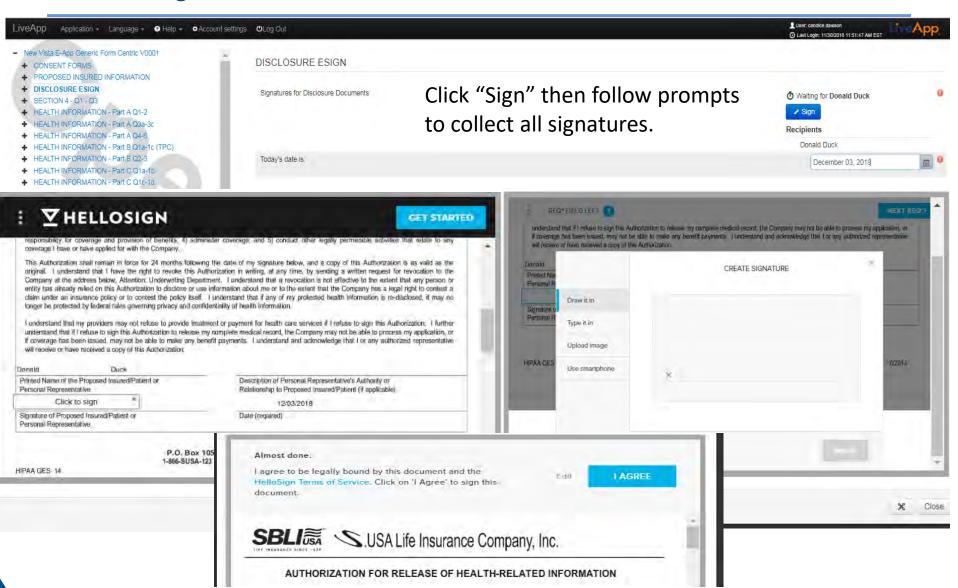


## **Proposed Insured Information**



To change answer to the cigarettes question, you must go back to the Rate Calculator.

#### **Client E-signs HIPAA Authorization**



#### **Client Reviews & Answers Health Questions**

Has the Proposed Insured ever been diagnosed or received treatment by a member of the medical profession for Alzheimer's disease, dementia, Lou Gehrig's/Amyotrophic

Has the Proposed Insured ever been diagnosed by a member of the medical profession with more than one occurrence of the same or different type of cancer or are you currently

#### HEALTH INFORMATION - Part A Q1-2

Is the Proposed Insured currently or in the last 30 days been: hospitalized, committed to a psychiatric facility, confined to a nursing facility, receiving hospice or home health care, confined to a wheelchair due to a disease, or waiting for an organ transplant?	No Yes
Does the Proposed Insured currently require human assistance or supervision with eating, dressing, toileting, transferring from bed to chair, walking, maintaining continence or bathing?	No Yes
HEALTH INFORMATION - Part A Q3a-3c	
Within the past 12 months has the Proposed Insured:	
Been advised by a member of the medical profession to have a diagnostic test (other than an HIV test), surgery, home health care or hospitalization which has not yet started, been completed or for which results are not known?	N Ye
Used or been advised by a member of the medical profession to use oxygen equipment for assistance in breathing (excluding CPAP or nebulizer)?	No Ye:
Had or been advised by a member of the medical profession to have Kidney Dialysis?	Ne Ye:
HEALTH INFORMATION - Part A Q4-6	
Has the Proposed Insured ever been diagnosed or treated for Acquired Immune Deficiency Syndrome (AIDS) and/or Human Immunodeficiency Virus (HIV) infection by a licensed	N



receiving treatment (including taking medication) for any form of cancer (excluding basal cell skin cancer)?

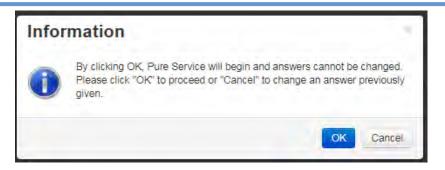
Lateral Sclerosis (ALS), Cirrhosis of the Liver (Stage C)?

member of the medical profession?

Yes

Yes

#### **Getting the Decision**



#### PURE EVALUATION

Thank you. Click NEXT to see if there are additional questions. This step should take approximately 1-2 minutes to complete.

#### PURE DATA RESULTS

NOTE: If PURE Data Results are not rendered due to a service outage, please do not proceed with application. Click STOP and select LiveApp Pending User Action status. Contact Home Office for assistance.

#### Ms. Dawson

The following pertains to the data results of the case:

The proposed insured is eligible for the Level plan.



Decision is provided, or if a decision is unable to be rendered, you will be notified of such. If decision is "Refer to Underwriting" please note that the Home Office Underwriting team will follow up and advise what is needed to proceed, such as medical records. You should prepare your client for additional requirements, or consider a different product type.

#### **Confirm Policy Information Provided**

#### CONFIRM POLICY AMOUNTS

To confirm: the policy amount is \$10000.00 and the Premium amount is \$40.12. Would you like to continue?



NOTE: To keep the same premium amount select the Application tab and select Rate Calculator. Enter the Premium amount and Calculate for new Face Amount. Make sure to select the new Eligibility level.

If Client wants to increase or decrease the Face Amount, select "No," then open the Rate Calculator in the Application menu and make the desired adjustments. It will then ask you to confirm the new policy amount. Select "Yes" then continue.

If the client has been downgraded to a Graded or Modified Plan, explain to the client that benefits will be limited in the first 2 policy years for non-accidental death.

## **Enter Beneficiary Information**

LiveApp allows up to 3 Primary and 3 Contingent beneficiaries to be collected with Application.





#### **Premium and Billing Information**

# Select one of the available options:

- EFT Draft (Checking or Savings)
- Direct Express
- Debit Card tied to bank account
- Direct Bill

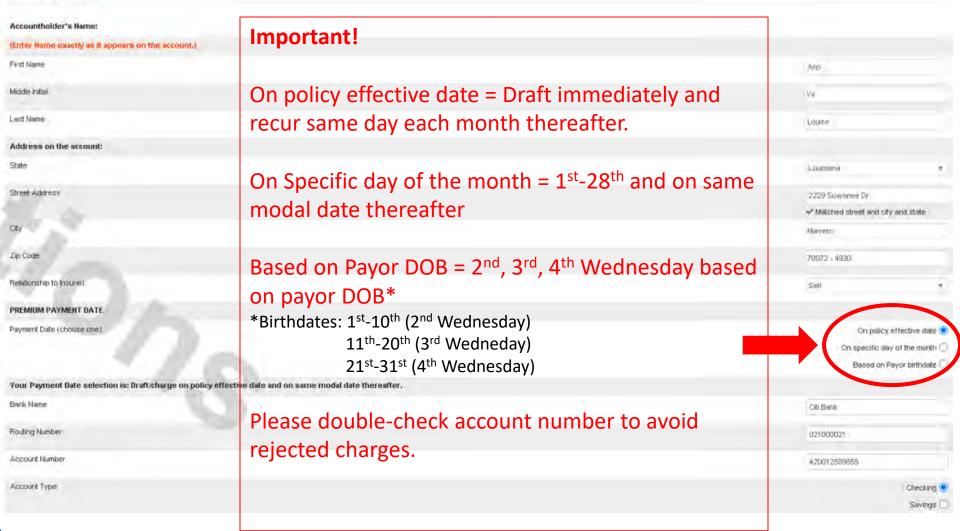
SECTION 1: PREMIUM PAYMENT DATE			
The options below allow you to select the date that best fits your needs. If you are submitting this form with an application for a new policy, please note that coverage will not be effective until we receive your first premium payment.			
Mode (choose one): Monthly	Quarterly	Semi-Annual	■ Annual
Payment Date (choose one):			
☐ Draft/charge on policy effective date and	on same modal date th	ereafter (default if no sele	ction made)
☐ Draft/charge on specific day of the mont	☐ Draft/charge on specific day of the month (1 to 28) and on same modal date thereafter*		
Check this box if the 1 <sup>st</sup> or 3 <sup>rd</sup> was Security deposit**	s selected above and t	he draft/charge is linked	to your monthly Social
☐ Draft/charge on the 2nd, 3rd, or 4th Wed	dnesday of every month	based on the payor's birth	date**
(DOB:	)		
Birthdates: 1st to 10th (second Wednesd	day), 11th to 20th (third	Wednesday), 21st to 31st	(fourth Wednesday)
* For a new insurance application, the initial draft/charge date must occur within 35 days after the application is signed. For an existing policy, this form must be received at least 7 days prior to the requested draft/charge date, otherwise the draft/charge will begin the following month.			
** Note: For these selections, if the date you selected falls on a weekend or holiday, deduction will be on prior business day. All other selections, if draft/change date falls on a weekend or holiday, deduction will be on			

- Future Payments are only allowed up to **35 days** from date of application.
- Can draft same day each month 1<sup>st</sup> 28<sup>th</sup> OR align to deposit date for Social Security recipients. Please review options shown above.
- Only EFT (bank draft) selections will qualify for advances, other options pay as earned only. Please review the terms of your advance addendum, if applicable.



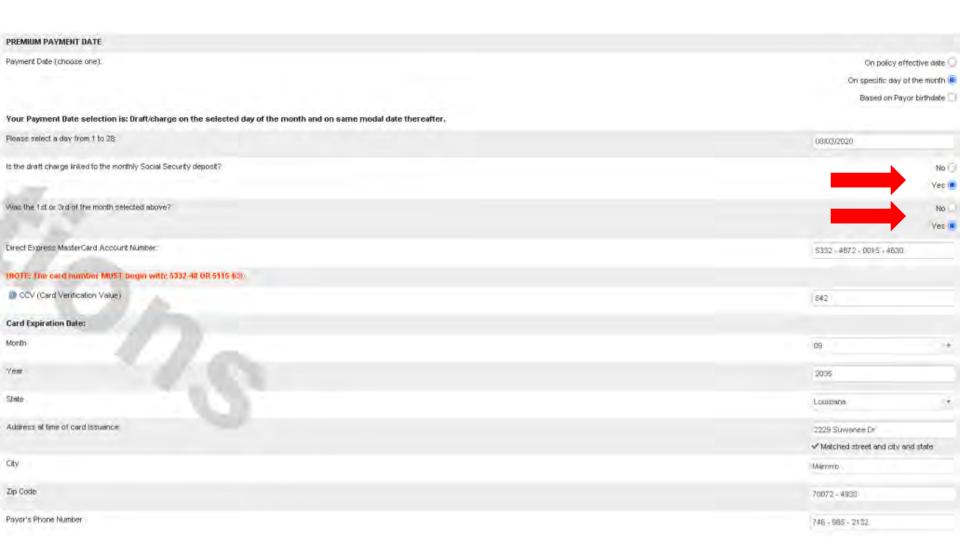
## **Enter Payment Details**

Premium Payment





# **Social Security Billing Option**



#### **Agent Certification**

#### AGENT CERTIFICATION To the best of your knowledge and belief, is there an existing life insurance policy or annuity contract insuring the proposed insured's life? No (e) Yes To the best of your knowledge and belief, replacement is or may be involved in this transaction. Yes 💮 Agent First Name Agent Your agent information will be pre-filled. Agent Last Name: Name Please check to make sure it is accurate! Agent Number B99990000 Email Address of Agent test@test.com This section offers an option to split Telephone Number of Agent 540 - 555 - 5555 commissions with a 2<sup>nd</sup> agent, please Agency Name have their agent number ready. Agency Number Any additional comments must go here. Comments: ADD COMMENTS HERE Conditional Receipt Provided?

I certify that these statements and responses are true and accurate.

WARNING: Once you proceed past this screen, you will no longer be able to make alterations to this application. Please be sure you have verified all entered data before proceeding to the final signatures.



Previous

Next

O Stop

#### **Final Signatures**

A PDF of the completed application will appear. Please have your client review the completed application in full, including any applicable replacement notices and other disclosures required in the applicable state, before agreeing to sign.

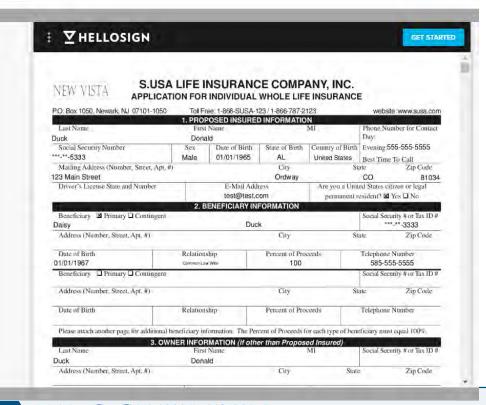
FINAL APPLICATION SIGNATURES

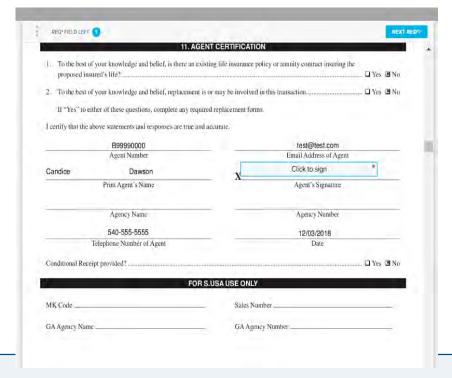
Final Application Signatures

Each name will have a check mark as the signatures are completed.

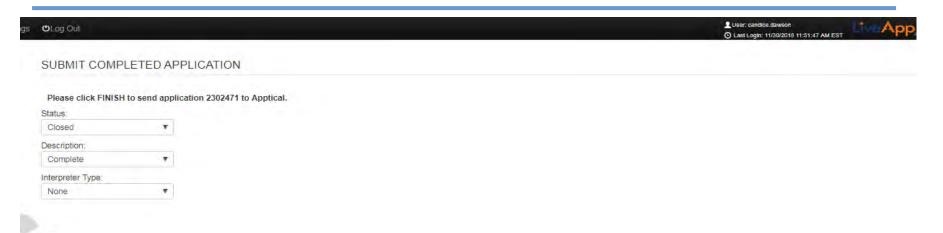
• Waiting for Candice Dawson		
	r Sign	
Red	cipients	
0	Candice Dawson	
1	Donald Duck	

Donald Duck

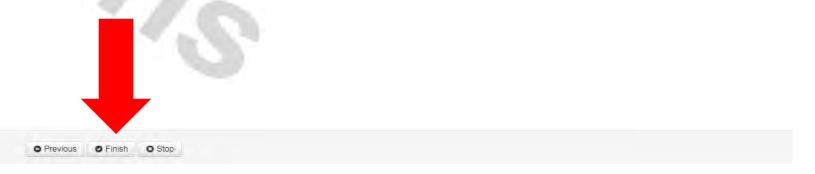




## **Submit the Application**



# IMPORTANT! Click "Finish" to Submit



#### What's Next?

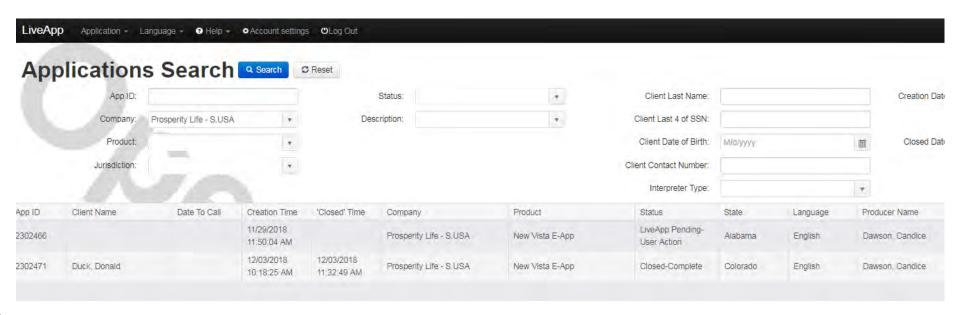
- The completed application will be electronically sent to the Home Office for processing the following business day.
- Routine audits of the business will be conducted and you may expect some cases to be pulled back for home office review, even after the decision is given through the E-Application process.
- If the application is approved, the owner will receive copies of the completed signed application and disclosures with the policy when issued.
- If the client elected Go Green, he/she will receive an e-mail notification that the policy has been posted to the customer portal. The owner should be instructed to review the documents carefully.

#### **Search Your Applications**

From Application Menu, select "Search Applications"

You must choose at least one filter option. Selecting the "Company" (Prosperity Life – S.USA) will display all of your applications. They are listed in date order, most recent are at the bottom.

To continue an application, click on the application and click "Conduct" on bottom of screen or double click to go right into the application.



#### Face-to-Face with Paper Application & PHI

#### Point of Sale Processing with the Apptical Interview

The paper application can be located on the Prosperity Agent Portal, under Final Expense Resources, by state. Please complete all the required sections; any missing information will cause a processing delay. Please complete the telephone interview at the point of sale.

#### **Complete Application, then call Apptical**

The application and HIPAA authorization must be completed and signed prior to the call to Apptical. Please review with the insured any required disclosures and the PHI process.

#### **Interview Guidelines**

- Ask client to provide a Photo ID before completing the application.
- The agent must be present at the completion of the interview.
- The agent cannot assist during the interview.
- The agent should never relay questions to the proposed insured.



#### **Face-to-Face with Paper Application**

#### Call Apptical 1-800-737-6972

- Press 1 for a client telephone interview (PHI)
- At the start of the call you will be asked to provide some basic information.
- The interviewer will ask to speak to the proposed insured, will inform the proposed insured that the conversation is being recorded, and then will ask a series of questions to complete the Personal Health Interview.
- Apptical will conduct a customer identity validation check
- The interviewer will give the agent the results based on the underwriting rules.
- Apptical will provide an Apptical ID # that should be written in the Special Requests section for tracking purposes."

#### **Submission process**

It is important that all applications are submitted within 7 days <u>regardless</u> of the underwriting results or whether the client decides to proceed with the purchase. For compliance purposes, we require the signed application and HIPAA Authorization to be maintained in our records. If the client decides not to accept the policy offered, please write "Withdrawn" in the special requests section.



### **TELE-SALES PROCESS**

#### **The Application Process – Non Face-to-Face**

An application can be taken without an in-person meeting with your client, and still provides the opportunity to receive an underwriting decision at the point of sale through the Apptical LiveApp portal: <a href="https://web.apptical.com/LiveApp/Login">https://web.apptical.com/LiveApp/Login</a>

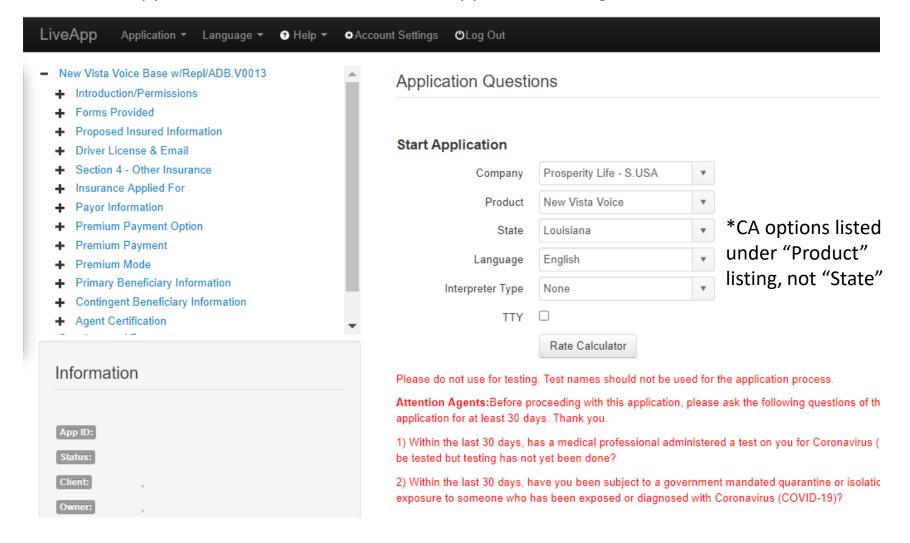




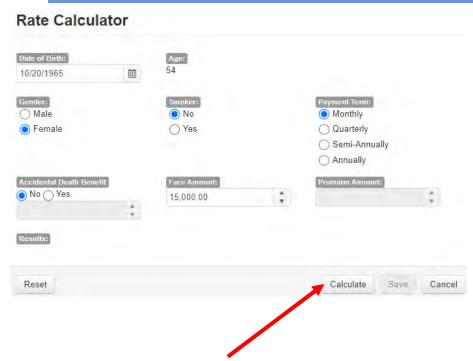
- Login Credentials are provided in your Welcome Email
- Product type is: New Vista Voice Signatures captured by Voice
- No email address or internet connection required for client
- New Vista Voice is not available in Maine or Pennsylvania

#### **New Vista Voice Application**

From the Application menu, choose "New Application" to get started.

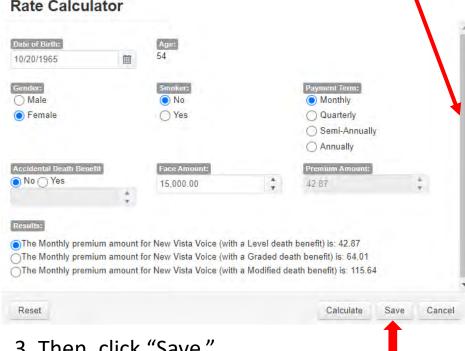


#### Rate Calculator



1. Input client information and select "Calculate."

2. Scroll down to view rates for each plan. Rate Calculator



O Previous

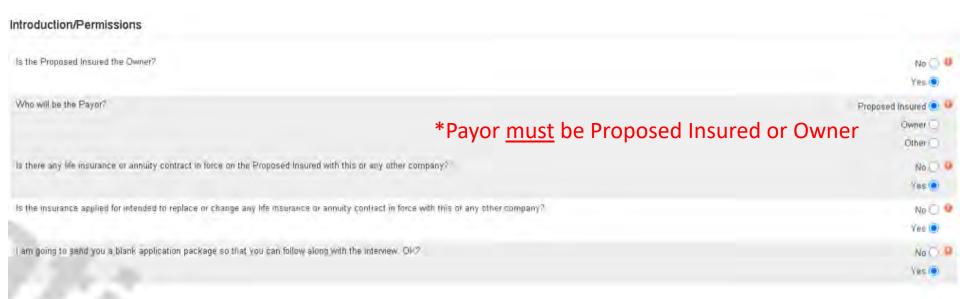
- 3. Then, click "Save."
- 4. Click "Next" to proceed to the next page.



Next

O Stop

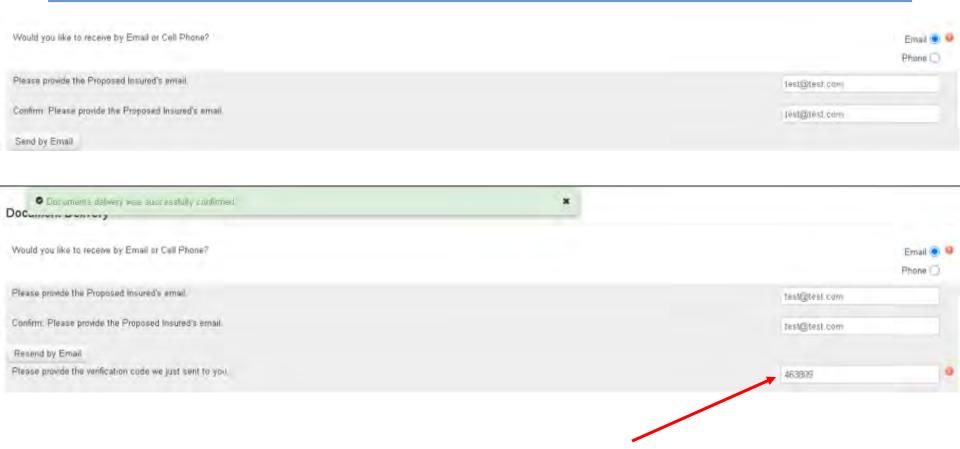
#### Introduction/Permissions



A link to the application and other documents and disclosures the applicant will need to review and voice sign can be delivered via e-mail or text (as long as both proposed insured and owner are the same) in advance of the call with Apptical. The applicant will need to provide you with a 6-digit code to confirm receipt. This can save 10 minutes or more during the interview.

If client does not have an email or a smartphone, or if the PI and owner are different, the recorded disclosures will be played during the interview.

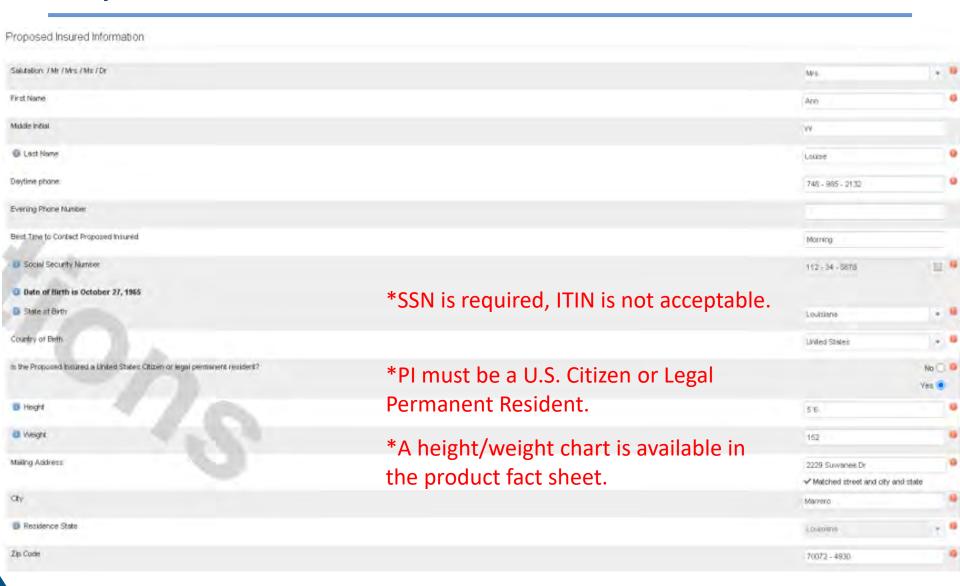
#### **Document & Disclosure Delivery Options**



Send by Email or Phone Option, then input the 6 digit code the client will provide to you. Example client email:

Please find all said documents under this link: <a href="https://forms.ops.apptical.com/38/CT">https://forms.ops.apptical.com/38/CT</a>. Your verification code is: 533343. It will expire in 20 minutes.

#### **Proposed Insured Information**



#### **Identity Verification**

The LiveApp process includes an identity validation measure using LexisNexis Instant ID as a protection against fraud. This looks at client info such as: First & Last Name, DOB, and SSN.

If the validation fails, you will be required to submit a copy of identifying documents to the New Business team in order to process the application. You will see the following:

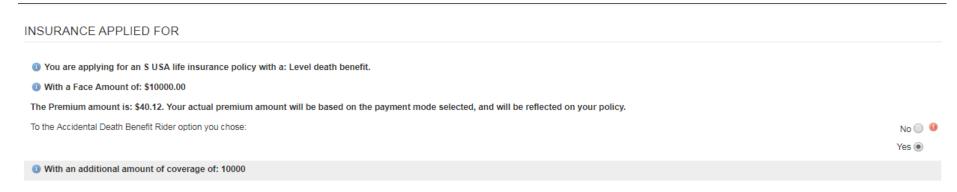
NOTE: If you cannot move forward when clicking the "Next" button, there is an error processing the Identity Verification Service. Additional ID documents may be requested by the Home Office. Please move forward to the next section by using the Navigation bar to the left of the screen.

Collection of Driver License & Email is optional, but encouraged.



#### **Insurance Applied For and Owner Information**

Confirm benefit amount and rider selection, then future payment date information (if applicable). Initial payments can be up to 35 days in the future.



If PI and Owner are the same, just start typing and select the name from the drop down.

## Owner Information Please select the Proposed Insured's name from the auto-complete dropdown: First Name Messachusetts Monica Last Name Menica heller@prospentylife.com

#### **Owner Information, if Different**

If PI and Owner are different, provide Owner details.



#### **Premium and Billing Information**

## Select one of the available options:

- EFT Draft (Checking or Savings)
- Direct Express
- Debit Card tied to bank account
- Direct Bill

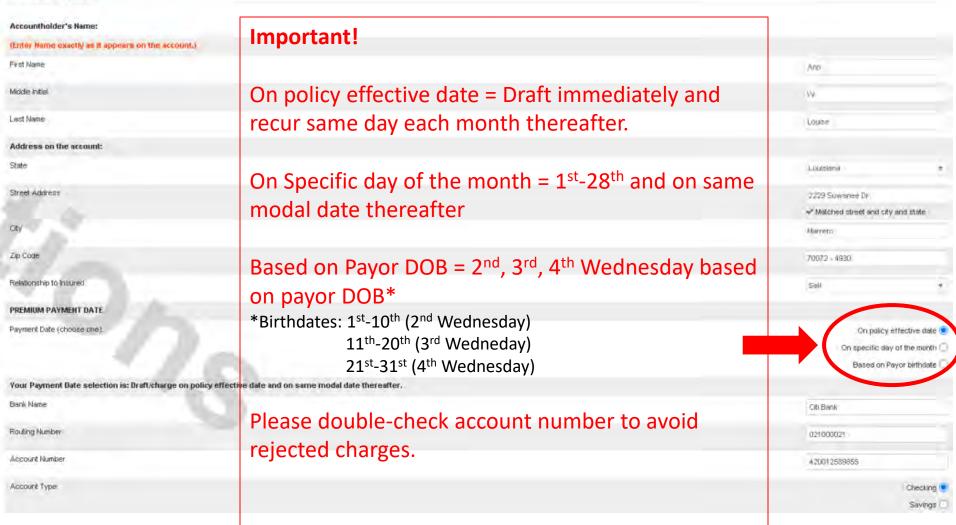
SECTION 1: PREMIUM PAYMENT DATE
The options below allow you to select the date that best fits your needs. If you are submitting this form with an application for a new policy, please note that coverage will not be effective until we receive your first premium payment.
Mode (choose one):  Monthly  Quarterly  Semi-Annual  Annual
Payment Date (choose one):
☐ Draft/charge on policy effective date and on same modal date thereafter (default if no selection made)
☐ Draft/charge on specific day of the month (1 to 28) and on same modal date thereafter*
Check this box if the 1 <sup>st</sup> or 3 <sup>rd</sup> was selected above and the draft/charge is linked to your monthly Social Security deposit**
☐ Draft/charge on the 2nd, 3rd, or 4th Wednesday of every month based on the payor's birthdate**
(DOB:)
Birthdates: 1st to 10th (second Wednesday), 11th to 20th (third Wednesday), 21st to 31st (fourth Wednesday)
* For a <u>new insurance application</u> , the initial draft/charge date must occur within 35 days after the application is signed. For an <u>existing policy</u> , this form must be received at least 7 days prior to the requested draft/charge date, otherwise the draft/charge will begin the following month.
** Note: For these selections, if the date you selected falls on a weekend or holiday, deduction will be on prior business day. All other selections, if draft/change date falls on a weekend or holiday, deduction will be on

- Future Payments are only allowed up to **35 days** from date of application.
- Can draft same day each month 1<sup>st</sup> 28<sup>th</sup> OR align to deposit date for Social Security recipients. Please review options shown above.
- Only EFT (bank draft) selections will qualify for advances, other options pay as earned only. Please review the terms of your advance addendum, if applicable.

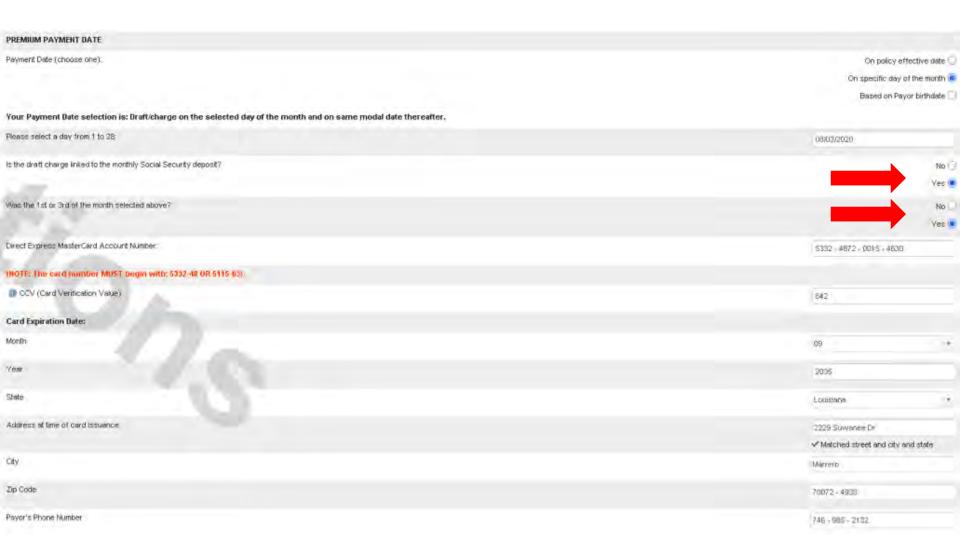


#### **Enter Payment Details**

Premium Payment

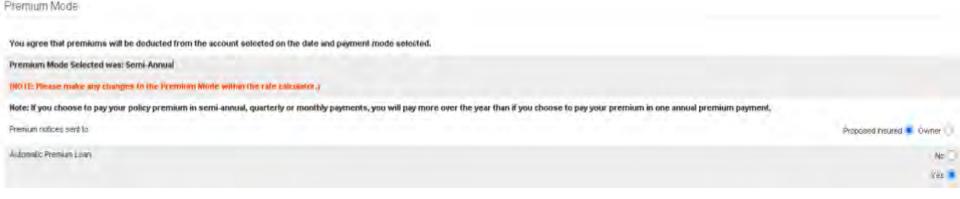


#### **Social Security Billing Option**



#### **Premium Mode**

Confirm client's elected premium mode, APL election, and billing information and then enter account information as required.



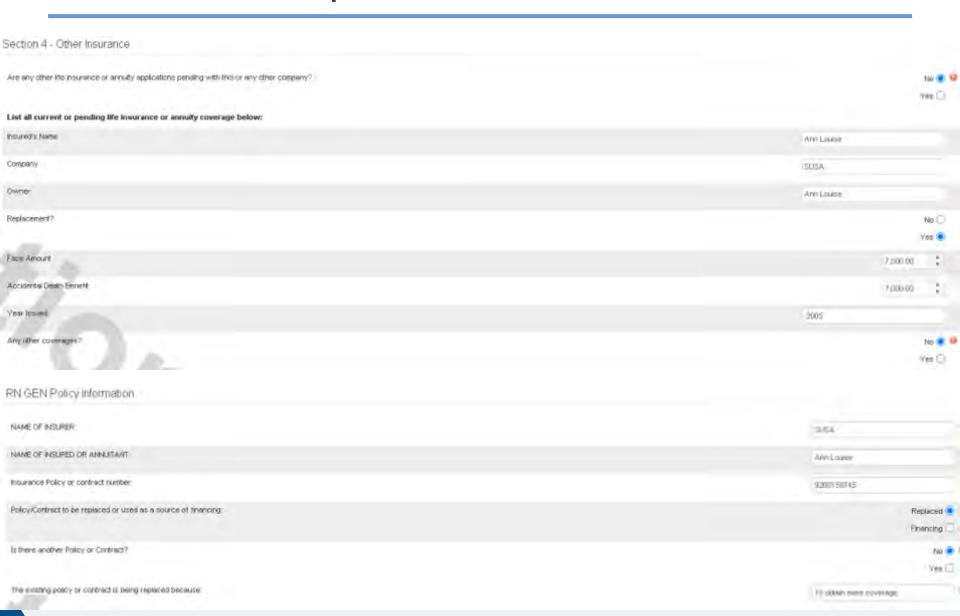
#### **Enter Beneficiary Information**

LiveApp allows up to 3 Primary and 3 Contingent beneficiaries to be collected with Application.

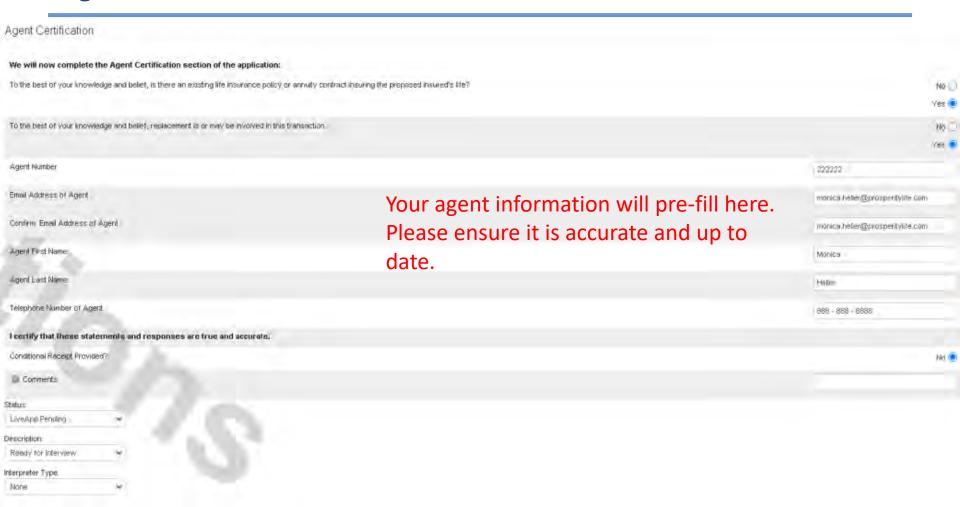




#### Other Insurance & Replacement Info



#### **Agent Certification**



Click "Finish" to submit, or "Previous" to go back and make changes.



#### **Personal Health Interview & Voice Signatures**

3 way/conference call to Apptical and provide the App ID number to the interviewer. They'll take over from here and guide your client through the rest of the process.

#### Next Step

Please write down the application ID # 2219977 prior to submitting application to Applical.



Call 1-800-737-6972 extension 1 to complete the interview process.

Please inform the Apptical Interviewer that this is for a Voice application. They will need the Application ID# to locate the correct application.



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#### **Personal Health Interview & Voice Signatures**

\*\*Agents: Please remain quiet during the interview - do not coach or interject, particularly throughout the medical portion.\*\*

#### What to expect during the Apptical interview:

- The agent and the proposed insured need to stay on the line for the entire call; If there is a separate owner, that party must also be on the line.
- Apptical will validate some of the LiveApp entries with the agent and the client.
- Apptical will ask the proposed insured if they have received the documents and disclosures (if not, they will play recordings of the agreements and disclosures during the call where required by the company or state law).
- Apptical will ask all of the application medical questions and will run the MIB and the prescription checks.

#### **Personal Health Interview & Voice Signatures**

- Apptical will convey the underwriting decision based on the responses and the MIB and Rx history results; in some cases Apptical will first re-ask certain medical questions based on MIB and Rx history results.
- If the underwriting decision results in a different plan offering than the plan selected during LiveApp, Apptical will run a new quote and face amount can be adjusted if needed.
- The proposed insured, owner (if separate owner), and agent will voice sign the application and required agreements, authorizations, and disclosures.
- The completed application will be electronically sent to the Home Office for processing.
- Routine audits of the business will be conducted and you may expect some cases to be pulled back for home office review, even after the decision is given through the interview process.
- The owner will receive copies of the completed signed application paperwork with the policy when issued. The owner should be instructed to review it carefully.

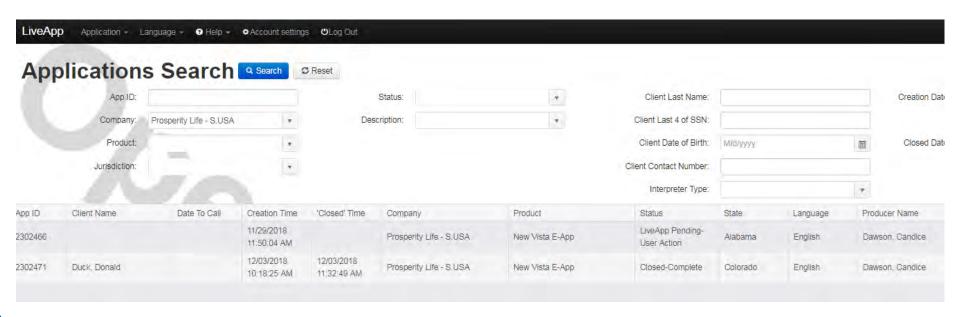


#### **Search Your Applications**

From Application Menu, select "Search Applications"

You must choose at least one filter option. Selecting the "Company" (Prosperity Life – S.USA) will display all of your applications. They are listed in date order, most recent are at the bottom.

To continue an application, click on the application and click "Conduct" on bottom of screen or double click to go right into the application.



#### **Other Important Information**

Summary of coverage only. Refer to the policy and riders for applicable exclusions, and limitations, including death benefit reduction first 2 policy years for graded and modified plans, suicide exclusion and 2 year contestability period for health history misrepresentations made in the application. You must disclose all exclusions and limitations to the client.

S.USA does not provide tax advice. Clients should be advised to consult their tax advisors on specific tax questions.

Product issued by S.USA Life Insurance Company, Inc., a member of the Prosperity Life Group. Not licensed in all states. All guarantees are based on the financial strength and claims paying ability of S.USA.

Policy Form #'s ICC16FELPUECS16, ICC16FEGPUECS16, ICC16FEMPUECS16 and state specific versions, where applicable. Not available in all states. Terms may vary by state.

## **Questions?**

# Contact Agent Support at 866-380-6413 agentcare@prosperitylife.com