EMPIRE LIFE
INFORMATION CIRCULAR

DATE: April 7, 2014 **N^{O}. 2014-13**

CATEGORY: INSURANCE

TO: Managing General Agents, Associate General Agents, Advisors, General Agents, Independent Financial Advisors

SUBJECT: **Adding a servicing advisor to a policy - Second Revision**

This circular replaces both 2013-29, and 2014-11: Adding a servicing advisor to a policy

Under some circumstances, one advisor will meet with the client to complete the application, and another advisor will service the client's policy. It is important that the client understands and agrees to any advisor other than the one who completed the application servicing their policy.

Requirements

If more than one advisor will be involved in the sale and/or servicing of the policy, the following requirements must be met:

- All advisors must be licensed to sell insurance products
- All advisors must be contracted with Empire Life
- All advisors must receive a portion of the commissions generated from the sale of the business
- The Bonus may be split between two advisors who are at different MGAs but service fees cannot, and will therefore go to the MGA of the servicing advisor.
- The advisor who completed the application and verified the identity of the Owner must sign under the Signature of Witness section of the application, witnessing the signature of the proposed Life Insured and Owner as well as the Advisor's Report.
- An explanation as to why there is more than one advisor completing the sale must be provided both to the client, and to Empire Life at the time the application is submitted
- The owner must provide written acknowledgement in the special instructions section, or in a separate letter that they are aware which advisor will service their policy

This process ensures the client understands who is servicing their policy, who will have access to their personal information, and who will be their contact for any inquiries they may have. It is important to follow this procedure to avoid any potential market conduct concerns. Read **Information Circular 2013-01: Fronting - Revised** for more details.

If you have any questions, contact our Customer Service Team at 1 800 561-1268.

Reference **Sheila Kingston**, Director, Insurance Operations