

EMPIRE LIFE INFORMATION CIRCULAR

DATE: September 18, 2014 **Nº.** 2014-29

CATEGORY: INSURANCE

TO: Managing General Agents, Associate General Agents, and National Accounts

SUBJECT: **Fast & Full Process Changes**

Auto Decision We are launching "Auto Decision" in the Fast & Full Life Insurance Application.

"Auto Decision" will provide the ability for applicants to be approved for insurance instantly if they meet certain criteria, including health requirements. If an "auto approved" decision is made, it will be indicated in Fast & Full immediately after the Health Questionnaire is submitted. The following changes will be made to Fast & Full for Auto Approved applications only:

- Insurance will take effect once the initial premium is paid and the applicant signs the application electronically, provided there has been no change in insurability between the time when the Health Questionnaire is completed and the application is signed by the applicant.
- If material information (i.e. information that would have cancelled or changed the decision to approve the applicant for insurance) is known to the applicant at the time of signing the application but is not disclosed in the Health Questionnaire, the insurance may not take effect even though the applicant has paid and signed the application which means the applicant will have no coverage.

**What's
changing for all
Fast & Full
Applications**

The following changes apply to all Fast & Full applications:

- Applicants must pay the initial premium and sign the application within 48 hours of completing the Health Questionnaire. Applicants must sign the application before it is considered eligible for both auto-approval and temporary insurance, if offered. If the applicant does not sign within 48 hours, the application will be cancelled and the applicant will need to complete a new application.
- Advisors should not use the Advisor's Report to record or change answers to the Health Questionnaire. The Special Instructions section of the Advisor's Report has been renamed Administrative Information and should only be used to provide Empire Life with administrative information about the policy, if issued.
- The beneficiary designation form now appears immediately after the Health Questionnaire and can be used to appoint a spouse, child or parent as beneficiary. Applicants must indicate "yes" to fill out the form or "no" if they don't want to appoint a spouse, child or parent. If applicants do not appoint a beneficiary, the beneficiary will be the owner's estate.

**Here are some
Fast & Full
Application
reminders for
advisors**

The following apply to all Fast & Full applications:

- All information material to the insurance and known to the applicant as of the time the applicant signs the application must be disclosed in the Health Questionnaire.
- Answers in the Health Questionnaire must be true and complete as of the time the applicant signs the application. Answers in the Health Questionnaire cannot be changed and no additional information can be added after the Health Questionnaire has been submitted. If an error or omission is identified after the Health Questionnaire is submitted, please contact Customer Service before the applicant signs the application.
- An MIB search request is sent automatically each time a Health Questionnaire is submitted. Once an MIB search request is sent, we have to advise MIB if certain health issues are disclosed in the Health Questionnaire, even if the applicant does not proceed with application.
- Advisors must sign the application and the Advisor's Report in order to submit the application. This should be done immediately after the applicant signs.
- Advisors must be licensed and have E&O coverage in the jurisdiction where the advisor is located and the jurisdiction where the applicant is located when the application is completed and signed.
- The Fast & Full Life Insurance Application is only for individual owners, and cannot be used if a corporation or other entity is the intended owner of the policy. In addition, the owner must be the life insured and the payor for the policy, and the initial premium payment can only be made by using the owner's credit or debit card.

Reference

Caroline Keyes, FALU, FLMI, ACS, AIAA, Director & Chief Underwriter

