

Expiring Child Rider Conversions



Frequently asked questions

Why is Empire Life providing me with this list?

We are committed to helping you support your clients and grow your business. Inforce Business Opportunities provides you with development opportunities within your block of business.

Expiring Child Rider Conversions identifies your list of policies with child riders whose coverage expires within the next three months, making it easier to discuss options with your clients.

What will the processing date be?

The processing date will be the anniversary date nearest to their 21st birthday.

Which products are included?

The Children's Life Rider on any Empire Life life insurance policies, except Concordia policies.

Why aren't Children's Critical Illness Riders included?

Children's Critical Illness Riders are not included because they are not convertible, and the coverage could be extended to age 25 if they meet certain criteria. Please refer to the policy's provision pages for more details.

Will my clients continue to receive a letter two months prior to their coverage expiry?

Yes, this process will not change. This list is an additional tool to give advisors more time to discuss options with their clients.

Will I continue to receive an email prior to their renewal date?

Yes, this process will not change. If we have your email address on file, you will be copied on the email to your MGA, sent out 60 days prior to the expiry. If we do not have your email address on file, but you would like to have it added, please send your contact information to contracting@empire.ca.

How often will the list be updated?

The list will be updated weekly. The last updated date will appear below the table.

Policy Number	Owner Name	Child(ren)'s Name(s)	Conversion Expiry Date	Coverage Amount
00000000	Joe Doe	Joey Doe	28 Apr 2023	\$25,000.00
00000000	Jane Doe	Janette Doe	01 Jul 2023	\$15,000.00

List updated on April 11, 2023 for for child conversion options expiring between April 11, 2023 and July 11, 2023. If you require additional policy or client information after reviewing your downloaded list, please visit the [Business Centre](#).

I looked at a policy in the list yesterday, and it's gone today. What happened?

There are three possibilities:

1. the coverage's conversion expiry date has passed
2. the coverage's conversion was actioned upon and was converted
3. the coverage's conversion has been terminated. If the coverage has been terminated and is no longer in force, you would have received an email from our Inforce Admin team.

Please refer to the Business Centre or contact your sales team for more information at salescentre@empire.ca or 1 866 894-6182.

What policy details can I expect to see on the list?

The table contains the policy number, the owner(s) and child(ren)'s name(s), the child rider coverage conversion expiry date, as well as policy details (product, face amount) and client details (age, sex at birth). Note that while not all of these fields are viewable in the table on the Portal, they will be visible once you download the list.

Servicing Advisor Code	Annualized Premium	Conversion Expiry Date	Face Amount	Child's Age	Child's Name	Child's Sex	Issue Date	Last Child on Child Rider	Owner Name	Policy Number	Product
B00000	\$64.80	01/07/2023	\$15,000.00	21	Joey Doe	Male	01/07/2018	Yes	Joe Doe	024503180L	CHILD RIDER
A00000	\$108.00	28/04/2023	\$15,000.00	21	Janet Doe	Female	28/04/2019	No	Jane Doe	024526760L	CHILD RIDER

Is there a deadline for making changes to the policy so my client is not charged the renewal premium?

Any change to the policy must be completed prior to the premium renewal date, including any policy change processing or underwriting. The premium will increase automatically on the premium renewal date.

What happens when the coverage on the child expires?

The child's coverage would be terminated.

What are the convertible limits for the child?

Within 60 days before the policy anniversary nearest to their 21st birthday, each child insured can purchase any eligible permanent life insurance policy with a coverage amount of up to four times the sum insured under the Children's Life Rider.

What are the convertible options for the child?

The child can convert to the products below with the [Simplified Child Rider Conversion form](#):

- Solution 100
- EstateMax 8 Pay, 10 Pay, 20 Pay or Life Pay*
- Optimax Wealth 8 Pay, 10 Pay, 20 Pay or Life Pay*

*Participating products are available for face amounts of \$25,000 or greater. Amounts less than \$25,000 can only be converted to Solution 100.

How can the child apply for additional products or benefits?

If the child is applying for additional products or benefits, they will need to submit the [C-0048 Policy Change request form](#). These scenarios will require underwriting.

What if my client wants term life insurance instead of permanent?

New applications can be submitted via [Fast & Full®](#) or our paper application. This scenario will require underwriting.

How can the child apply for non-smoker rates?

The child can apply for non-smoker rates on the new [simplified Child Rider Conversion form](#).

Is there a deadline for converting the child's coverage?

The child's coverage can be converted up to 60 days before the anniversary date. The conversion will be processed on the anniversary date.

Can the child convert the coverage within the same policy?

If converting to a Solution 100, the coverage can be converted within the same policy.

Can we apply for a child rider conversion using the Fast & Full platform?

Not at this time. Please use the [simplified Child Rider Conversion form](#).

Summary - which document should be used for each option:

Conversion Child Rider to permanent product	Application for non-smoker rates	Application for additional products or benefits	Application for term life insurance
Complete the Simplified Child Rider Conversion form	Complete the Simplified Child Rider Conversion form	Complete the C-0048 Policy Change request form	Submit the application through Fast & Full or with the paper application

What if the child in my list is the last child on the child rider?

The "Last Child on Child Rider" field in the downloaded list will be "Y" if the child is the last known child on the child rider. If there is no intention for additional children to be added to the child rider in the future, please submit a signed cancellation request via email to our customer service team via email to insurance@empire.ca.

If I cancel the child rider coverage, can I invest that premium amount into the investment coverage on my policy?

If there is already an investment coverage on the life policy, that premium amount can be added to that coverage.

Can my assistant access this information on my behalf?

Yes, your assistant can view your information if they have been set up with the appropriate authorization. To set up your assistant's authorization, please contact us by email at contracting@empire.ca.

Where can I submit feedback on this initiative?

Please contact your sales team or the Sales Centre mailbox at salescentre@empire.ca to submit any feedback on this initiative.

 For additional questions, please reach out to your Sales team or the Sales Centre mailbox at salescentre@empire.ca.

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The Empire Life Insurance Company

259 King Street East, Kingston, ON K7L 3A8

Insurance & Investments – Simple. Fast. Easy.®
empire.ca info@empire.ca 1 877 548-1881

