



ASSURANT®

Global Preneed Frequently Asked Questions

About Assurant

Assurant helps make a difference by protecting what matters most to our customers and clients. We provide insurance and non-insurance products to deliver peace of mind and financial security during times it is needed most. Assurant life insurance is underwritten by American Memorial Life Insurance Company in Rapid City, South Dakota.

How long has American Memorial Life Insurance Company (AMLIC) been in business?	American Memorial Life Insurance Company (AMLIC) has been in business since 1959.
What is AMLIC's AM Best rating?	American Memorial Life Insurance Company is rated as an A- with AM Best.
What is the mailing address for AMLIC?	American Memorial Life Insurance Company PO Box 2730 Rapid City, SD 57709
What is the phone number for AMLIC?	Global Preneed Agent Services: 1-800-742-7021 New Business/Customer Service/Terminations: 1-800-621-7162

Agency

What states do you need to be appointed in to receive override commissions?	For a Corporation: Florida, Montana, and New Mexico For an Individual: Florida, Georgia, Montana, New Mexico, Pennsylvania, Utah, Virginia, and Wisconsin <i>* This applies only when the entity is not directly involved in the sale of a product; State regulations are subject to change.</i>
What states must you be appointed in before you can write business?	Pennsylvania
Who pays for resident and non-resident appointment fees?	AMLIC pays for both resident and non-resident appointment fees.
Does AMLIC require Anti-Money Laundering training for contracting? Does AMLIC accept LIMRA?	Yes, AMLIC requires all agents to take Anti-Money Laundering training every two years through their provider or provide a certificate of completion through another provider. If a certificate cannot be provided (such as with LIMRA), we also offer an Attestation form the Agent can complete. This form is available in VUE or by calling Agent Services at 1-800-742-7021.
Does AMLIC require E&O coverage? If so, are the specific limits?	Currently, AMLIC does not require E&O coverage. We will communicate with you if that information changes.
Is Agent contracting electronic or paper?	Agent contracting is completed through our electronic system called VUE
How are Agent debit balances handled?	If an agent has a debit balance for 30 days or more, they will receive notification through mail, email, and/or phone call.
Do you allow Agent commission advancing?	Yes, we offer 3, 6, and 9 month advancing options.
How often are Agent commissions paid?	Agents can be paid on a Daily, Weekly (Friday), or Bi-Weekly (Monday and Wednesday) basis.
Does AMLIC send paper commission statements?	We offer commission statements through our Assurant Final Expense website.
How do I check on my down-line contracting to know when an Agent is contracted?	You can check on an Agent in VUE if they are in your down-line, otherwise you can call 1-800-742-7021 and ask the Agent Services team about the status of the Agent.

Agency Cont'd.

Are there any states that AMLIC cannot write business in? What about Puerto Rico?	AMLIC currently does not offer products in New York or Puerto Rico
How do I transfer my contract to another Up-line?	Please refer to the 6-month transfer rule in your current contract with AMLIC. If eligible, an "Agent/Agency Transfer Agreement" form must be completed. Please contact Agent Services to receive the form.
When and how do new agents receive access to websites?	<p>Agents receive access to the VUE portal website after activation and appointment in VUE. An email, with a link, is sent to the Agent to set up their password and security questions for the VUE Agent Portal.</p> <p>Agents receive access to the Final Expense website within 3-5 days of being appointed and activated. The agent will receive an email, with a link, when their website access is complete.</p>
How does an agent know what their commission level is?	Once the contract is posted to the portal in VUE, the agent can see their commission schedule in the Contract section of their portal.
If allowed to advance commissions, is there a per policy advance cap? Is there an overall advance cap?	We do not currently have a cap on advances or commission. We are looking at a future enhancement for our commission cap.
How does an agent update their banking information?	The agent can send a direct deposit change information as a request through VUE and we will update the banking information.
Does AMLIC allow Licensed Only Agents (LOA)? If so, any special paperwork/contract? Or assignment of commissions?	We allow agents to have a 0% commission schedule, and the commission is payable to the manager or business above them in their hierarchy.
How do I change an agent commission level? Advance percentage?	A request is submitted through VUE. We ask that the Commission Change form, Commission Schedule, and Advance Addendum are submitted with the request. Forms can be found in the VUE repository.
How do I reset my password for VUE?	The password reset functionality for the VUE Agent Portal is self-sufficient. If an Agent needs to reset their password or change it, they can do so right at the portal site by selecting that option.
How do I reset my password for the Assurant Final Expense website?	To reset a password for the Final Expense website, the Agent would need to either contact the Help Desk at 1-800-554-6386 or contact the Agent Services team by phone 1-800-621-7162 or email rap.licensing@assurant.com for assistance.

Sales & Marketing

How are marketing materials and applications obtained?

Marketing materials and applications are available on:

- the Assurant Final Expense website
- within VUE under Repository
- from the Assurant Mail Center (Agent Supplies), by contacting Sales Support at 605-719-0230, or rap-marketingsupport@assurant.com

How are premium rates obtained? Is there an app?

We have a Premium Calculator available at:

<http://gpn.assurant.com/ratecalculator/FinalNeed>

For Android users, there is an app available in the Google Play store. We currently do not have an app available for Apple users.

What type of training is available to Agents?

We host webinars or conference calls at the agent's/agency's request. There is an Agent Training Manual available to explain product specific information.

There is also a VUE training website available to learn more about the VUE system that is used for paperless contracting: <http://w1-atl.assurant.com/ctsclient/preneed/vueportal/>

New Business

Do you accept credit card payments for policy premiums?

We do not accept credit card or Direct Express payments for policy premiums.

Does AMLIC allow phone sales (non-seen)?

The maximum amount allowed for most phone sales (non-seen) is \$15,000.

If the insured qualifies for a Modified Benefit policy and is between the ages of 71-80, the maximum amount for phone sales (non-seen) is \$10,000.

To whom is the client policy mailed?

The client policy packet is mailed to the insured/owner unless the agent requests that it be sent to them.

How are insurance applications submitted to AMLIC?

Applications can be submitted to AMLIC via email to FMOefax@assurant.com or there is the option to fax at 605-719-0610.

Who handles the Personal Health Interview process?

The Elite Sales Processing group processes all Personal Health Interviews. They can be reached at 1-888-842-2266.

ESP Office Hours (CST) Monday-Thursday 8:00 a.m. to 9:30 p.m. Friday 8:00 a.m. to 7:00 p.m. Saturday 10:00 a.m. to 2:00 p.m.

If calling after hours, leave a voice mail and be sure to include the name, phone number and best time to call both the agent and the proposed insured. Also, include the form number of the application (i.e., P-1146).

How can the first premium payment be submitted with the application?

The initial premium can be made by bank withdrawal (preferred method), check, or money order.

New Business Cont'd

How does an Agent correct mistakes on the application?	<p>If a correction needs to be fixed on the application please put a line through the mistake, date the error, and have the proposed insured and agent initial the change.</p> <p>If there are more than three (3) errors on an application, please start over with a new application form.</p> <p>White-out is not an appropriate form of correction and will not be accepted by AMLIC.</p>
Are rubber stamps or electronic signatures allowed on the application?	<p>During an in-person sale, American Memorial Life Insurance Company only accepts wet signatures by the proposed insured and agent.</p> <p>AMLIC will accept "voice authorization" signature of the proposed insured for a phone sale</p>
Is it possible to request a future effective date (future PAC date)?	<p>A future effective date can be requested up to 30 days from the date of the application or AMLIC can withdraw the premium immediately at issue.</p>
Is a void check required for automatic withdrawal (PAC)?	<p>AMLIC requires either the bank verification form or a copy of a void check to verify banking information and accuracy when withdrawing funds.</p>
What dates are accepted when requesting automatic withdrawal (PAC)?	<p>The 1st to the 28th of any month are accepted withdrawal dates</p>

Policy Owner Services

How do I access my client policy information?	<p>Client policy information can be obtained by calling the home office at 1-800-621-7162 and pressing 0 for Customer Service.</p>
What are the company's normal hours of operation?	<p>Our hours of operation are Monday through Friday 7:00 am - 6:00 pm MTN</p>
How does the client change/update their beneficiary information?	<p>The policy owner will call our Customer Service department requesting a beneficiary change. Our team will send the owner a change form or the owner can send their request in writing. A signature is required to validate the change before Customer Service will be able to update the information.</p>
Is the agent notified when a premium payment is missed?	<p>The agent will be notified via email if the payment is 10 days past due. This information will also be available on the pending termination report on the Final Expense website.</p>
Is there a grace period to make a payment before the policy will lapse?	<p>There is a 45-day grace period for a payment before the policy will lapse</p>

Policy Owner Services Cont'd

How does the client update bank information or credit card information?

The policy owner will call our Customer Service department requesting a bank change form. The banking information cannot be changed over the phone and the form requires a signature of the bank account holder and owner.

AMLIC currently does not accept credit card payments or store credit card information.

Terminations

How does my client contact the Terminations team?

Policy termination information is obtained by calling the home office at 1-800-621-7162 and pressing 5 for Claims.

How are claims processed what is required from the claimant?

Upon notification of passing the required forms will be sent to the appropriate party along with a request for any additional requirements.

What is the turn-around time for claims to be processed and paid once received?

Once all requirements are met, the turnaround time for a claim to be paid is 5-7 business days.

How are policy proceeds paid?

Policy proceeds are payable to the policy beneficiary or to the assigned funeral home if applicable.

Is a death certificate required?

Yes, a death certificate is required in most circumstances.

How are cancellation/surrender requests handled?

If a cancellation requests comes from the policy owner, a form is sent to the owner for signature confirming their decision.

Is the agent notified that such a cancellation/surrender request has been received?

A flag is put on the policy and it shows on the agent termination report on the Final Expense website.

