



## **QUILITY LEVEL TERM LIFE INSURANCE PRODUCER GUIDE:**

A SIMPLIFIED ISSUE LEVEL PREMIUM TERM INSURANCE PRODUCT  
WITH A RETURN OF PREMIUM OPTION

FOR PRODUCER USE ONLY



## About SBLI

At SBLI, we're a little different from most life insurance companies and this has been at the heart of our company from the day we were founded by future Supreme Court Justice, Louis Brandeis. His innovative and inspiring vision was to:

- Make high-quality life insurance accessible, affordable and reliable for all who need it
- Operate according to an uncompromising set of values and always act in the best interests of customers
- Commit to the values of the communities we serve and the places we live and work
- Be readily available to our customers

## Every day, we fulfill a century-old vision in large and small ways

Our company has grown and changed over time; however, our commitment and our founding vision is consistent.

Today, we are as determined as ever to set service standards in helping families and insurance professionals throughout the country. As we look ahead, we are dedicated to being a different kind of life insurance provider for the next 100 years.

Our focus is to help you deliver the best solutions to clients and help you do more in less time.

## Welcome to Quility Level Term Life Insurance

To help your clients and their families now and in the future, SBLI proudly offers you a simplified issue, low-cost level-premium protection, with a range of features and riders that offer additional flexibility to meet your clients' varied term life insurance needs.

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## OVERVIEW

Quility Level Term Life Insurance provides simplified issue, low-cost level-premium protection with the option to convert to a permanent product until attained age 70 or the entire level-term period, along with a range of features and riders that offer additional flexibility to meet your clients' varied term life insurance needs.

### TAKE A LOOK:

- **Low-cost coverage** for face amounts up to \$1 million
- **Level premiums** — clients can select guaranteed level premiums for 10, 15, 20, or 30 years
- **Fast and convenient simplified issue underwriting process** with a yes or no decision in minutes
- **A return of premium** option providing protection and cash back
- Charitable Giving, Accidental Death, Unemployment<sup>1</sup>, Children's Term and Accelerated Benefit **riders for extra protection**
- **A digital vault service and legacy preparation tools** to help clients store, organize and share their most important information today, tomorrow or on a trigger event with [LegacyShield](#)<sup>2</sup>
- **A guaranteed conversion feature** up to age 70

### MEETING CLIENT NEEDS

Term insurance is designed for individual clients who are looking for straightforward, affordable, and easy-to-understand protection to help meet their needs.

| Need                     | Solution                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Income Protection</b> | <b>Protect future earnings</b> — The death benefit proceeds of the policy can help: <ul style="list-style-type: none"> <li>◦ <b>Pay off a mortgage</b> or other financial obligations</li> <li>◦ <b>Replace lost income</b> in the event of a wage earner's death</li> <li>◦ <b>Fund future college expenses</b> or help cover daycare expenses</li> </ul> |

To be **suitable** for Quility Level Term Insurance the applicant must be:

- Aged between 18-60
- Actively employed or a non-working spouse
- A US citizen or a permanent resident
- NOT replacing existing life insurance

*Please note students under age 26 and retirees over age 50 can qualify for up to \$100,000 of coverage.*

<sup>1</sup>Please note, this rider is only available with the guaranteed level term life insurance solution. <sup>2</sup>LegacyShield is a cloud-based document storage service. The services received through LegacyShield are not intended to be legal, tax, or investment advice. You should consult your own legal, tax, or investment advisor regarding your personal situation.

## PRODUCT SPECIFICS

SBLI offers a complete range of online guaranteed level term insurance options providing both affordable protection and adaptability to meet your clients' varied term life needs.

### QUALITY LEVEL TERM

| Features       | Description                                                               |
|----------------|---------------------------------------------------------------------------|
| Product Design | Simplified Issue Guaranteed Level Premium Term (10, 15, 20, and 30 Years) |

### TERM LENGTHS, AMOUNTS, AND RISK CLASSES

|              |                                                       |                                                  |
|--------------|-------------------------------------------------------|--------------------------------------------------|
| Term Lengths | For ages <b>18-50</b> : 10-, 15-, 20- or 30-Year Term | For ages <b>51-60</b> : 10-, 15- or 20-Year Term |
| Renewability | To age 85                                             |                                                  |

|                          |                                                                                          |                                                                                        |                                                                                               |                                                                                               |
|--------------------------|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Min. / Max. Face Amounts | Minimum: \$100,000<br>Maximum: For ages <b>18-40</b> : the lesser of \$1M OR 20 x Income | Minimum: \$100,000<br>Maximum: For ages <b>41-50</b> the lesser of \$1M OR 15 x Income | Minimum: \$100,000<br>Maximum: For ages <b>51-55</b> : the lesser of \$500,000 OR 10 x Income | Minimum: \$100,000<br>Maximum: For ages <b>56-60</b> : the lesser of \$150,000 OR 10 x Income |
|--------------------------|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|

Please note, for mortgage coverage only, quoting should not exceed 1.5 times the mortgage amount.

|                     |                                                                   |                                         |                              |
|---------------------|-------------------------------------------------------------------|-----------------------------------------|------------------------------|
| Face Amount Banding | <b>Band 1:</b><br>\$100,000 - \$249,999                           | <b>Band 2:</b><br>\$250,000 - \$499,999 | <b>Band 3:</b><br>\$500,000+ |
| Policy Fee          | Annual policy fee \$50. Modalized for premiums not paid annually. |                                         |                              |

Please note the policy fee is non-commissionable.

|              |                                    |                                               |
|--------------|------------------------------------|-----------------------------------------------|
| Risk Classes | <b>Non-Nicotine</b>                | <b>Nicotine</b>                               |
|              | Elite, Preferred, Select, Standard | All nicotine risks, up to substandard table D |

### PREMIUM MODES AND FACTORS

|        |        |               |           |         |
|--------|--------|---------------|-----------|---------|
| Mode   | Annual | Semi-Annually | Quarterly | Monthly |
| Factor | 1.0    | 0.51          | 0.26      | 0.087   |

## QUILITY ROP TERM

| Features              | Description                                                                                                                                                                                                                                                                                    |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Product Design</b> | <p>Simplified issue guaranteed level premium term with a return of premium.</p> <p>The client has a choice of either 20 or 30 years of death benefit protection, and then if the policy is outlived, they will receive their cash back - all eligible premiums paid, tax-free.<sup>1</sup></p> |

### TERM LENGTHS, AMOUNTS, AND RISK CLASSES

| Term Length  | Risk Class             | 20-Year (Male) | 20-Year (Female) | 30-Year (Male & Female) |
|--------------|------------------------|----------------|------------------|-------------------------|
|              | Elite Non-Nicotine     | Ages 18-60     | 18-60            | 18-50                   |
|              | Preferred Non-Nicotine |                |                  |                         |
|              | Select Non-Nicotine    | Ages 20-52     |                  |                         |
| Renewability | To age 85              |                |                  |                         |

|                          |                                                                                                    |                                                                                                    |                                                                                                         |                                                                                                         |
|--------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Min. / Max. Face Amounts | <p>Minimum: \$100,000</p> <p>Maximum: For ages <b>18-40</b>: the lesser of \$1M OR 20 x Income</p> | <p>Minimum: \$100,000</p> <p>Maximum: For ages <b>41-50</b>: the lesser of \$1M OR 15 x Income</p> | <p>Minimum: \$100,000</p> <p>Maximum: For ages <b>51-55</b>: the lesser of \$500,000 OR 10 x Income</p> | <p>Minimum: \$100,000</p> <p>Maximum: For ages <b>56-60</b>: the lesser of \$150,000 OR 10 x Income</p> |
|--------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|

Please note, for mortgage coverage only, quoting should not exceed 1.5 times the mortgage amount.

|                     |                                                    |                                         |
|---------------------|----------------------------------------------------|-----------------------------------------|
| Face Amount Banding | <p><b>Band 1:</b></p> <p>\$100,000 - \$249,999</p> | <p><b>Band 2:</b></p> <p>\$250,000+</p> |
|---------------------|----------------------------------------------------|-----------------------------------------|

### PREMIUM MODES AND FACTORS

| Mode   | Annual | Semi-Annually | Quarterly | Monthly |
|--------|--------|---------------|-----------|---------|
| Factor | 1.0    | 0.5           | 0.25      | 0.0833  |

## TARGET MARKET SUITABILITY REQUIREMENTS

|                     |                                                                                                                                                                                                                                                                                                                                             |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Applicants Must Be: | <ul style="list-style-type: none"> <li>◦ Aged between 18-60</li> <li>◦ Actively employed or a non-working spouse</li> <li>◦ A US citizen or a permanent resident</li> <li>◦ NOT replacing existing life insurance</li> </ul> <p>Please note students under age 26 and retirees over age 50 can qualify for up to \$100,000 of coverage.</p> |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

<sup>1</sup>Premiums paid for rider benefits are not included in the return of premium calculation. Cash value at the end of the level period equals premiums paid for base coverage only and assumes no policy changes.

## RIDERS & SERVICES

### ACCELERATED DEATH BENEFIT RIDER

This rider is provided on all newly issued Quility Level Term Life policies with no additional cost. The Accelerated Death Benefit Rider allows the client to accelerate a portion of his or her death benefit if he or she is terminally ill. The funds provided by the rider may be used to help pay for medical expenses, end-of-life care, or anything the policy owner deems appropriate.

**Benefit Trigger:** In order to exercise the accelerated death benefit, the base policy insured must have a terminal illness that will result in death within 12 months, as verified by a physician's statement.

**Benefit Amount:** The maximum amount of death benefit that can be accelerated is 50% of the base policy death benefit excluding death benefit provided by any riders. The accelerated death benefit cannot exceed \$250,000. The accelerated benefit amount will be payable to the policy owner.

**Lien Method:** The accelerated death benefit amount will be treated as an interest-bearing lien against the base policy death benefit. The Lien Interest Rate will be the lesser of the Policy loan interest rate and the adjustable loan interest rate allowable by law. We will set this adjustable loan rate once each Policy Year at the beginning of the Policy Year, and it will not change until the next policy anniversary. Please note the interest on the lien amount will be billable to the client at each policy anniversary.

**Death Benefit After Acceleration:** The death benefit will be reduced by the amount of the accelerated benefit plus accrued interest and any other outstanding policy loans. If the accelerated death benefit lien and any other policy loans exceed the face amount of the policy, the policy will terminate, and no death benefit will be paid.

**Termination:** The rider terminates upon death benefit acceleration or upon base policy termination. The rider may be reinstated if the base policy has been reinstated, if it has not been previously used.

**Charges:** There is no premium charge for the rider. However, a nominal fee will be assessed upon death benefit acceleration.

### CHILDREN'S LEVEL TERM RIDER

This is an optional rider providing coverage for all eligible children. It is convertible to permanent insurance and can thus guarantee future insurability for the covered children, as well as provide valuable death benefit protection for them today.

**Eligibility:** Coverage is available for the natural, legally adopted or stepchildren of the base policy insured who are at least 30 days old and less than 17 years old. The rider will not be issued unless there is at least one insurable child at the time the base policy is issued.

**Coverage and Premiums:** The rider provides each eligible child of the base policy insured either \$5,000 or \$10,000 of death benefit protection. The rate per thousand for the rider is \$12.00 annually. Premiums for the child rider cannot be rated.

**Conversion:** When each covered child turns 25, each child can convert to a permanent policy with a face one times the rider face amount at any time.

**Policy Changes:** Children can be added or deleted from an existing child rider with proper notice; however, a child eligible at the time the rider was issued but who was not listed on the rider application may not be added to an existing rider.

**Covering Additional Children:** Additional children may be added at any time provided the eligibility requirements for an Insured Child are met. An application form is required and additional children can be added at no extra cost.

**Expiry:** Coverage on each child expires when certain events occur, such as reaching age 25, premiums not paid when due or the policy is cancelled.

**Termination:** The coverage for each child covered under the rider will terminate when the child reaches age 25, if the base policy terminates for any reason, or if the base policy becomes paid up, expires, matures, on the date the youngest insured child attains age 25, or if the base policy's non-forfeiture options become effective.

**Suicide Provision:** If a covered child commits suicide during the first two years of coverage, one-half of the rider premium will be refunded. The Rider will continue with regard to any other Insured Children.

## CHARITABLE GIVING RIDER

This rider is automatically provided on all newly issued Quility Level Term Life policies with no premium charge. All the owner needs to do is select an eligible charitable organization.

When a claim is paid to the beneficiaries, SBLI will pay an additional 0.5% of the face amount to an accredited charity as designated by the owner. The payment is made as a donation in the name of the insured. The payment is over and above the face amount; there is no decrease in the payment to the beneficiary(ies).

**What Charities Are Available?** All registered 501(c)(3) organizations are available as a Charitable Giving Rider recipient. This choice can be made when the client purchases their policy, or afterward, while the policy is in force. The source for the available charities is the IRS database and only charities with a deductibility code of 1 will be accepted.

**Change at Any Time.** The owner designates the charity at the time of application, but can change the designation while the coverage is in force to reflect their new priorities. However, if no beneficiary is designated, then the benefit will be automatically paid to the Make-A-Wish Foundation of America. The donation is 100% tax-free and does not need to be included as part of the insured's estate. The donation may be eligible for a charitable tax deduction from the charity.

## UNEMPLOYMENT WAIVER OF PREMIUM RIDER<sup>1</sup>

This rider is automatically included at no extra cost and waives premiums, should the insured become unemployed.

**Issue Ages:** The issue ages for the Unemployment Waiver of Premium Rider are 18-60, or the maximum issue age of the base policy if it is lower.

**Coverage:** The benefit waives 6 months of base plan and all rider premiums. This benefit can only be used once during the level-term period.

**Waiting Period:** There is a 9-month waiting period to submit a claim for this benefit. The waiting period starts from the effective date of this rider and after the end of each premium waiver period.

**Proof of Unemployment:** The insured will need to prove they are receiving federal or state unemployment benefits for four continuous weeks.

**Expiry:** The maximum attained age for rider exercise is age 65. The rider automatically terminates on the last day of the term duration, or at age 65 if earlier.

## ACCIDENTAL DEATH BENEFIT RIDER

This is an optional rider providing additional coverage on the primary insured in case of accidental death.

**Definition of Accident:** The insured's death must be from accidental body injury and death must occur within 180 days of the accidental bodily injury that caused death, as determined by a physician.

**Issue Ages:** The issue ages for Accidental Death Benefit are 18-60, or the maximum issue age of the base policy if it is lower.

**Coverage:** The minimum coverage amount under this rider is \$25,000. The maximum coverage for issue ages 18-60 is \$250,000.

**Exclusions:** This rider will not be paid if the insured dies from suicide or self-inflicted injury; while participating in a felony or illegal activity, riot, or terrorist activity; from declared or undeclared war, or by an "act of war;" or from engaging in various high-risk activities stated within the product contract. Additionally, this rider will not be paid if death is caused or contributed by intoxication; or if death occurs before the insured's first birthday.

**Rider Fee:** An additional level premium is applied annually. The rates per thousand will vary by issue age.

<sup>1</sup>Please note, this rider is only available with the guaranteed level term life insurance solution.

**LEGACYSHIELD®<sup>2</sup>**

SBLI has partnered with LegacyShield® to offer SBLI policyholders a complimentary subscription to services, which include the following:

- Safely store their documents, final wishes, family photos, and more.
- Consolidate all of their financial accounts and insurance policies in one convenient dashboard.
- Create documents for their estate plan, including their will, power of attorney, and advance directive.

These highly secure online tools are designed to help your clients better organize their lives today and more easily plan for tomorrow.

<sup>2</sup>SBLI has partnered with LegacyShield® to provide certain products at no cost. Additional LegacyShield® products may also be available for purchase. The client's relationship or agreements with LegacyShield® are separate from their relationship or agreements with SBLI. The kits they may be receiving access to through LegacyShield® are not intended to be legal, tax, or investment advice. The client should consult their own legal, tax, or investment advisor regarding your personal situation. LegacyShield® is a subsidiary of SBLI.

## UNDERWRITING

Quility Level Term Life Insurance uses a simplified issue underwriting process that never requires an exam and provides a swift 'yes' or 'no' decision.

### IDEAL TARGET MARKET

Applicants with the following characteristics are well-suited for our simplified issue process:

- Information provided by clients who are good historians of their overall medical history
- Not a highly sub-standard medical risk
- No indication of heavy shopping activity with poor disclosure
- Not recently declined by another carrier without knowledge of details
- No history of criminal activity
- No indication of adverse financial profiles, such as:
  - Bankruptcy history
  - Heavy lien, judgement, heavy collection or bad debt activity
  - Unemployed clients (with exception of homemakers and retired)
  - Clients with minimal household earnings

### EXAMPLES OF UNACCEPTABLE RISKS

Applicants with the following characteristics are not suited for our simplified issue process and are likely to be declined:

- Diabetics requiring insulin
- Cancer in the last 10 years (except for Basal Cell or Squamous Cell Carcinoma)
- Convicted of or pled guilty to a felony in the last 10 years; OR currently charged with a felony
- Treated for drug or alcohol abuse in the last 7 years
- Heart, Liver, Pancreas and Kidney or neurological disease within the last 5 years
- HIV (AIDS)
- TIA/Stroke in the last 5 years
- Emphysema or COPD
- A DUI or DWI reckless driving conviction or license suspension/revocation in the last 5 years
- Major depression that requires 3 or more meds or led to a loss of work in the last 5 years
- Rheumatoid arthritis, lupus, or any other connective tissue disease in the last 5 years
- Awaiting results of a medical test; OR been recommended to have surgery in the last 2 years. Except for the following surgeries (these are acceptable for coverage):
  - Bone, joint, ligament or tendons
  - Cosmetic
  - C-section or D&C
- Dental
- Gallbladder
- Hemorrhoid
- Tonsil or adenoid removal
- Vision or hearing
- Varicose veins
- Vasectomy
- Hospitalized in the last year (other than for childbirth)
- On active duty in the Military
- Covid within the last 30 days or under active treatment
- Cirrhosis of the liver
- Use of a defibrillator or pacemaker

## SUBMITTING BUSINESS

### INSTRUCTIONS FOR COMPLETING THE APPLICATIONS

The easy-to-follow steps of the Quility Level Term Insurance application process are outlined below.

- Step 1: Pre-screen
- Step 2: Quote
- Step 3: Application
  - Consent
  - Beneficiaries
  - Offer / Payment
  - Signatures

### DISCLOSURES PROVIDED ON THE APPLICATION

The following disclosures are available for review by the applicant during the application process.

For the authorization screen:

1. [HIPAA Authorization – 19-A-CAD](#)
2. [Notice of Information – A-91-D](#)
3. [Privacy N-51](#)
4. [Policy E-App – 19-N-EAD](#)
5. [Customer Notice](#)



**More About You**

- Quote
- Application**
- U/W Consent
- Beneficiaries
- Offer
- Payment
- Signature

**Agent** 
  
John smith

Your Application ID  
 ARC2497999460

Enter 9 digits of your SSN  
 666-32-9832

☒ Do you agree applicant, to Quility texting you a link to your documents at the number you've provided, later in this application?
 

Carrier AT&T

**Note to agent:** We will only text the customer once, to provide a link for digitally signing their app packet at the end of application. This is not a TCPA/marketing consent.

**Please confirm Personal Details**

First Name  
Aimee

Middle Name

Last Name  
belmontez

DOB  
08/08/1988

Gender  
Female

Home Address (No P.O. Boxes)  
317 west 14th street

City  
hays

ZIP Code  
67601

State  
CO

Phone Number  
(336) 672 0704

Email Address  
rowan.harris@afficiency.com

←

Next


 Policies are issued by The Savings Bank Mutual Life Insurance Company of Massachusetts ("SBLI") on policy form series 21-P-SIT. Centrian Life Insurance is a registered trade name and Connecticut d/b/a of SBLI. Policies sold in the state of Connecticut will be issued under Centrian Life Insurance ("Centrian").

For the client signature section:

1. [Application](#)
2. [HIPAA Authorization – 19-A-CAD](#)
3. [Policy E-App – 19-N-EAD](#)
4. [N-NOREP](#)
5. [F-104](#)

**Q**UILITY

**Your Life Insurance Application – Terms and conditions**

**By clicking below, I agree with these terms and conditions**

By reviewing and agreeing to the following authorizations and disclosures, you allow us to contact any physicians, hospitals, pharmacies, pharmacy benefit managers, consumer reporting agencies or any other entity that possesses prescription, medical, financial or other information about you for the purpose of evaluating your eligibility for insurance.

Your authorization overrides any restrictions that you may have in place with any entity regarding the release of your information. Any information gathered will not be disclosed without your approval unless required or permitted by law, in which case it may not be protected under privacy rules. Your authorization remains valid for 24 months from this date forward and may be revoked by sending written notice to us.

[HIPAA Authorization to Collect and Disclose Information](#)

[Notice of Information Practices](#)

[Privacy Policy](#)

[Policy E-Application and E-Delivery Authorization and Disclosure](#)

[Customer Notice](#)

Application ID : ARC9915962427

**I Agree**

**SBLI**

Policies are issued by The Savings Bank Mutual Life Insurance Company of Massachusetts ("SBLI") on policy form series 20-P-SIT. Centrian Life Insurance is a registered trade name and Connecticut d/b/a of SBLI. Policies sold in the state of Connecticut will be under Centrian Life Insurance. The premium quotes displayed here are non-binding and based on some preliminary personal information. The final

## ACCEPTABLE FORMS OF PREMIUM PAYMENT

We will accept direct payment (EFT) from an account of the policy owner as stated on the application. We will also accept credit cards.

### ◦ **Electronic Funds Transfer (EFT)**

EFT is available for all premium payment modes.

### ◦ **Payments by Credit Card**

Premiums may be paid via credit card if the following conditions are met:

- The Policy Owner is the cardholder
- The credit card is one of the following types:
  - MasterCard
  - Visa
- The cardholder must be able to provide all required information including the credit card number, expiration date, and CVV number.

**Please note there is no additional charge for credit card usage.** After the credit card payment is processed, a receipt may be a receipt may be printed or downloaded, if desired.

## PREMIUM BILLING DATES

The EFT or Credit Card billing occurs on the same day of the month as the policy effective date. If the bill date falls on a weekend or holiday, the draft or credit card charge will occur on the next business day.

## COMMISSIONS

### METHOD/FREQUENCY

- Commissions are paid on an annualized basis as a 75% advance, weekly via Electronic Funds Transfer (EFT) on settled business to each agent's bank account.
- Commissions are paid on the next scheduled commission cycle after a premium payment is received.

### STATEMENTS

- Commission Statements are accessible on our portal - <https://www.sbliagent.com/> - and are generally available once a commission payment has been made (currently after the Friday commission run). Please note each client's policy details are also available on this site.
- Producers must be registered on our portal - <https://www.sbliagent.com/> - to gain access to their Commission information.

### CHARGEBACKS

Commission chargebacks are listed below:

| Lapse Period | Commission Chargeback |
|--------------|-----------------------|
| Months 1-6   | 100%                  |
| Months 7-12  | 50%                   |

### CONTACTS FOR HELP

If you have any questions or concerns about commission payments, please use the following contacts for help and support:

- **Phone:** 888.224.7254 option 5
- **Email:** [commissions@sbli.com](mailto:commissions@sbli.com)

## POLICYHOLDER SERVICES

### CLIENT SERVICES

The Customer Service Department is responsible for responding to all inquiries on in-force policies. This department also processes all of the following requests: changes on in-force policies, surrenders, reinstatements, and conversions. For further clarification regarding procedures, please contact Customer Services at 800.694.7254.

#### Address Changes

Address changes may be requested either online, in writing or by telephone.

- **Online:** The policy owner may complete an address change by logging into [www.my.sbli.com](http://www.my.sbli.com).
- **In Writing:** Using the the Name and Address Change Forms (downloadable from [www.my.sbli.com](http://www.my.sbli.com)) or by telephone at 800.694.7254.

If the update is made online, a confirmation of the address change is emailed to the client.

#### Beneficiary Changes

The beneficiary designation on an application or change form must be clearly stated so the Claims Department can carry out the wishes of the policy owner. Avoid using vague designations, such as wife, child, or children without using their names. When designating multiple beneficiaries, the distribution amounts must be listed as percentages of the total proceeds, not specific dollar amounts.

The owner of the policy has the right to change the beneficiary, subject to the conditions of any previous assignment, unless he/she has waived such right. To change the beneficiary, a written request, signed by the policy owner(s) must be filed with Customer Services using the Beneficiary Change Form (downloadable from [www.my.sbli.com](http://www.my.sbli.com)).

The Beneficiary Change Form must be fully completed in order for the request to be processed.

- The full name, address, social security number, and relationship of the proposed beneficiary must be given.
- Distribution percentages must be in whole numbers (not dollar amounts) and equal 100% in each beneficiary category. If percentages are not indicated, all beneficiaries within a particular category will share the death benefit equally.
- If the proposed beneficiary is a minor child, his or her parents (or other interested adult) may be required to obtain approval from a court before SBLI releases the death benefit proceeds. We recommend consulting with an attorney for any state-specific requirements with regard to minor beneficiaries.
- If an irrevocable beneficiary is being named, this beneficiary must be of legal age in his or her state of residence.

#### Duplicate or Lost Policy Requests

A duplicate policy is issued if the original is irrecoverably lost or destroyed. Under these conditions, SBLI will issue a full duplicate policy upon receipt of a request from the policy owner.

Duplicate or lost policies may be requested either online, in writing, or by telephone:

- **Online:** The policy owner may complete a duplicate policy request by logging into [www.my.sbli.com](http://www.my.sbli.com).
- **In Writing:** Using the Duplicate Policy Request Form (downloadable from [www.my.sbli.com](http://www.my.sbli.com)) or by telephone at 800.694.7254.
- Duplicate policies can be provided via secure e-mail free of charge.
- A processing fee of \$25 per policy may apply if the policy owner wishes to receive a paper copy of the policy via mail.

### **Misstatement of Age, Gender, or Health Condition**

If it is determined that the age, gender, or health condition of the insured was misstated on the application, New Business will make the appropriate adjustment, as deemed necessary.

These changes should be requested by telephone at 888.224.7254 (Option 3). More complex post-issue questions should be emailed to [quality@sbli.com](mailto:quality@sbli.com) with clear instructions and supporting evidence.

### **Name Changes**

A request for a name change on an existing policy must be requested in writing and the reason for the change and legal documentation showing the name change must be included.

- **In Writing:** Using the Name and Address Change Form (downloadable from [www.my.sbli.com](http://www.my.sbli.com)) or by telephone at 800.694.7254).

It is not necessary to return the policy. When processing is completed, an endorsement confirming the name change will be mailed or emailed directly to the policy owner, as per their request.

### **Change of Charity Beneficiary**

A request for a change in the charity beneficiary must be requested in writing.

- **In Writing:** Using the Beneficiary Change Form (downloadable from [www.my.sbli.com](http://www.my.sbli.com)) or by telephone at 800.694.7254).

The form requires the full name and address of charity along with its EIN. Please note, it needs to be a charity that is listed on the IRS Exempt Organization list, with a deductibility code of 1.

## **POLICY CHANGES**

Policy changes will be considered if the company guidelines and policy provisions allow the proposed change. Changes should not be promised and quotes should not be provided without Home Office authorization. A request for change does not extend the grace period for premium payment.

It is not necessary to return the policy. The following changes may be requested in writing or by telephone at 800.694.7254. The Policy Change Request Form should be used and this is downloadable by the client from [my.sbli.com](http://my.sbli.com). When processing is completed, written confirmation will be mailed or emailed directly to the policy owner.

#### **a. Reduction of Face Amount/Death Benefit Amount**

The policy owner can request a reduction of the policy face amount at any time after the first policy year as long as the minimum face amount requirements for the policy are met. The new face amount must still fall within plan guidelines. Reductions below the plan minimum are not allowed.

#### **b. Removing Riders**

The policy owner may request to have a rider removed from the policy by clearly stating their wishes.

#### **c. Risk Class Improvement**

The policy owner may request an improvement in the insured's risk classification. An improvement in risk classification will be allowed if satisfactory evidence is provided showing that the insured's health has improved. The policy owner may be required to pay for any evidence needed to establish the insured's improvement in health, and any evidence needed must be provided by a company-approved medical examiner.

## **REINSTATEMENTS**

If a policy lapsed, it may be reinstated at any time within the guidelines stated in the policy. Additional evidence of insurability may be requested by the Underwriting Department in order to approve the reinstatement. Payment of all premiums in arrears is required. The request must be made by telephone at 800.694.7254.

Important notes regarding the reinstatement process:

- A properly completed and signed state-specific version of the Reinstatement Application is required;
- Evidence of insurability may be required and the required information must be received and reviewed by the Underwriting Department prior to the reinstatement being processed;
- If the Underwriting Department requires additional medical information for the underwriting process, the proposed insured will be notified in writing; and
- If the reinstatement is approved, all past due minimum premiums plus the planned premiums for one (1) additional billing mode after the reinstatement must be paid for policy to be made active.

A surrendered policy cannot be reinstated.

## **SURRENDERS**

The policy owner may surrender a life insurance policy at any time. Surrender charges may apply; please review the surrender charge schedule included in the policy. The request must be made in writing and signed by the policy owner(s) using the Policy Surrender Request Form. The form can be requested by phone, email or in writing.

The policy must be returned with the request. If the policy has been lost or stolen, the lost policy statement on the form must be initialed by the policy owner. If the policy premium is paid via EFT, the request to surrender or cancel must be received at least 10 business days prior to the scheduled premium payment date to ensure that the funds are not drafted from the bank account.

For surrenders, tax information is required on the form in compliance with Internal Revenue Service guidelines concerning Tax Identification Number (TIN) certification and withholding procedures. In no case shall a disbursement be made without a valid TIN on file.

## **RENEWABILITY BEYOND THE LEVEL TERM PERIOD**

The policy maybe renewed at annual renewable term rates to the first policy anniversary on or after the insured's 85th birthday, after the level-premium period ends. Premiums will increase each year and stop at age 85, when the policy ends.

The client does not need to do anything to renew; the policy will automatically renew each year on the anniversary date and will continue as long as premium is being paid. The expiration date is shown on the policy specification. No Evidence of Insurability is required. However, if the premium is not paid the policy will lapse. A lapse confirmation notice will be sent to the policy owner.

## TERM CONVERSION OPTIONS

### OVERVIEW

At any time during their level premium period (not to exceed their attained age 70), the policyholder may convert all or part of their Quility Term Insurance policy's death benefit to a new non-participating whole life or universal life insurance policy that SBLI makes available at the time of conversion. **There is no additional underwriting approval required.**

- Conversions of existing term policies to either a whole life policy or a universal life policy are processed in the Customer Services Department using the appropriate "Individual Term Insurance Conversion Application." These forms are available on our portal: [www.sbliagent.com/](http://www.sbliagent.com/).
- The Term Conversion Application needs to be signed and received in the home office up to 30 days after the conversion expiry date for a Whole Life policy conversion, and 15 days after the conversion expiry date for a Universal Life policy conversion.
- Please note, term conversions to a universal life policy are not available in California.
- Full and partial conversions are allowed. For partial conversions, the remainder of the term policy may remain active if the client so chooses. Remaining term coverage must meet the minimum face amount requirements for the product.

### THE CONVERSION PROCESS

1. Specify either Non-Participating Whole Life or Conversion UL as the product, confirm convertibility and complete the entire term conversion application.
  - a. If Non-Participating Whole Life is selected, please contact the **SBLI Brokerage Sales Desk at 1.888.224.7254 (Option 1)** or [Brokerage@SBLI.com](mailto:Brokerage@SBLI.com) for an initial modal premium and, if desired, a supporting life insurance quote.
  - b. If Conversion UL is selected, the initial modal premium and illustrations can be generated via our LPES illustration system at [www.sbliagent.com/](http://www.sbliagent.com/).
2. Submit a signed sales illustration for the appropriate conversion product. This is only a requirement for the Conversion UL product.
3. Submit the first modal premium.

Once the Customer Services Department receives the completed application and initial premium:

- a. The information on the form is verified and receipt of the initial premium is confirmed.
- b. The new conversion contract is generated and a new policy is sent to the general agent for delivery to the client.
- c. The original term policy is suspended except in cases of partial conversions where the term policy is changed to the amount remaining after the conversion.
- d. Upon receipt of the completed delivery items and initial premium, the original term policy is terminated and the new policy is placed in force.

### CONTACTS FOR HELP:

For illustrations, call 1.888.224.7254 (Option 1) or email [Brokerage@SBLI.com](mailto:Brokerage@SBLI.com).

For questions regarding a submitted case, call 1.888.224.7254 (Option 3).

## CLAIMS INFORMATION

The Claims Department is responsible for receiving, processing and distributing all claims resulting from the death of the insured. Claims also administers accidental death, child rider, charitable giving, and accelerated death benefits requests. This section provides an overview of the Claims area. For further clarification regarding procedures or to check the status of an existing claim, contact Claims at 800.694.7254.

### DEATH CLAIMS

The Customer Service Department (Claims) should be notified at 800.694.7254 or online at [www.my.sbli.com](http://www.my.sbli.com), as soon as possible of the death of an insured or policy owner. A Policy Claims package is mailed out to the claimant with follow-up letters every 30 days (up to 120 days). Complete notice of death includes the following information:

- Contact person (name and phone number of family member who reported the death);
- Name and address of deceased;
- Policy number;
- Date of death;
- Manner of death; and
- Beneficiary name(s) and address(es), if available.

The claimant can send a Claimant Statement and all required claim documentation by mail. The completed forms can also be accepted via fax at 781.994.4240 or e-mail at [records@sbli.com](mailto:records@sbli.com). For prompt claims processing, the beneficiary should submit the following:

- A completed Claimant Statement;
- A copy of the certified death certificate with the cause and manner of death;
- The original policy, if available; and
- A copy of the Memorial Card or Obituary Notice, if one is available.

Note to producers regarding claims: The producer may wish to assist in the claims process; however, the beneficiary is responsible for furnishing proof of loss. Non-contestable death claims are payable upon the receipt and approval of the proof of death and any other required documentation. Under no circumstances should the producer make any statement(s) or comment(s), written or verbal, regarding the validity of any claim or SBLI's position with regard to the claim. Upon receiving all of the necessary information for a non-contestable claim, we will mail the distribution directly to the beneficiary(ies) as quickly as possible.

It is an insurance company's responsibility to investigate claims and verify that payment is justified. Policy owners should expect that we will conduct a thorough investigation. A claim is considered contestable when a claimed loss (death, disability or other) takes place before the policy's contestable period expires. Generally, a life insurance policy is contestable for two (2) years from its issue date.

### CHARITABLE GIFTING CLAIMS

When the Customer Services Department (Claims) is notified of the death of an insured or policy owner they will also verify that the charity named as the beneficiary is still operating as a non-profit organization.

If the charity is no longer operating as a non-profit organization with a deductibility code of 1 and:

- The beneficiary is listed as an "estate", then Claims will reach out to the "estate", for instructions on which charity should be paid the money;
- The beneficiary is not listed as an "estate", then the money will go to unclaimed property.

Once the claim is processed (paid), a check is sent to the charity listed with Explanation of Benefits on check “Charitable Benefit paid due to the death of (insured’s name).

### **CHILD RIDER AND ACCELERATED BENEFIT CLAIMS**

If a policy owner with a child rider benefit, or accelerated benefit rider on their policy notifies the producer that the insured has a qualifying condition, SBLI asks that the producer notify us promptly. In this event, please call the Client Services Department Services Department at 800.694.7254 (Claims).

We will notify the owner in writing of the benefit for which he/she is eligible and the necessary procedures to file a claim. It is a good idea for the claimant to notify us as soon as possible regarding the claim. The required qualified claim duration may vary by type of benefit and cause of condition. Under no circumstances should the producer make any statement(s) or comment(s), written or verbal, as to the validity of the claim or SBLI’s position with regard to the claim. Upon receiving the necessary information, SBLI will communicate directly with the claimant regarding the processing of his/her claim.

A complete claim includes (but is not limited to) the following information:

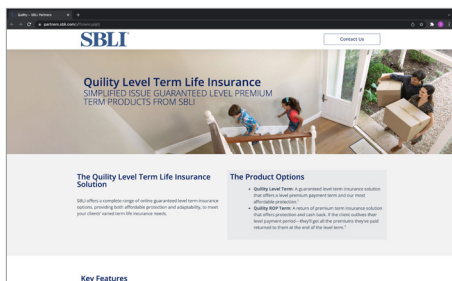
- Name, address and phone number(s) of insured;
- Policy number;
- Date condition commenced;
- Cause of condition (if known);
- Date of birth; and
- Social Security Number.



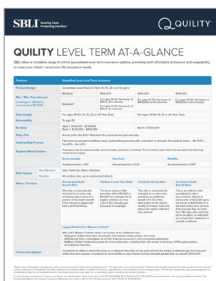
## KEY INFORMATION

| POINTS OF CONTACT    | Contact                                   | Telephone Number                | Email Address                                                  |
|----------------------|-------------------------------------------|---------------------------------|----------------------------------------------------------------|
| <b>Sales Support</b> | Jonathan Jendrzewski<br>or Micheal Muench | 781.994.4235<br>or 781.994.5444 | <a href="mailto:quality@sbli.com">quality@sbli.com</a>         |
| <b>Post-Issue</b>    | New Business<br>& Policyholder Services   | 888.224.7254 option 3           | <a href="mailto:records@sbli.com">records@sbli.com</a>         |
| <b>Commissions</b>   | Commissions                               | 888.224.7254 option 5           | <a href="mailto:commissions@sbli.com">commissions@sbli.com</a> |

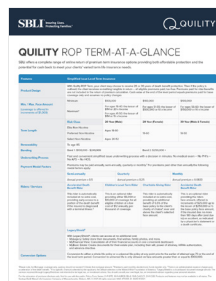
## SALES COLLATERAL AND RESOURCES



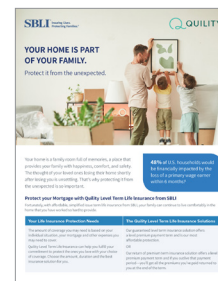
Sales & Marketing  
Resources Microsite



Quality Level Term  
Insurance At-A-Glance



Quality ROP Term  
Insurance At-A-Glance



Quality Consumer  
Brochure