SBLI®

LIVING LEGACY® FINAL EXPENSE INSURANCE

Frequently Asked Questions

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KEY INFORMATION

ANY QUESTIONS OR ISSUES RELATED TO QUOTING OR SUBMITTING AN APPLICATION:

Agenium: at helpdesk@agenium.ai or call 844.503.5333

Best Plan Pro: at https://bestplanpro.com/support/

ACCESS TO AGENT SALES PORTAL:

www.sbliagent.com

ANY COMMISSION QUESTIONS:

Email finalexpenseagentservices@sbli.com or call 888.224.7254 option 5

PRE-SCREEN TOOL:

To register, either contact your agency or go directly to bestplanpro.com

ANY QUESTIONS RELATING TO SALES, MARKETING, OR THE AGENT SALES PORTAL:

Email finalexpense@sbli.com or call 855.544.0453

PAYMENT QUESTIONS

QUESTION	ANSWER
What payment method can the client use?	Electronic Funds Transfer (ONLY)
What payment modes can the client be on?	**Immediate Payment** - Annual and Monthly **Social Security Payment Option** - Monthly Only
What would be the premium billing dates?	There are two options available for your clients. These are either immediate payment with the signed application or a payment schedule that coincides with their Social Security payments. ◦ **Immediate Payment Options:** The direct payment (EFT) 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 will occur on the next business day. ◦ **Social Security Payment Schedule Option:** The direct payment (EFT) occurs on the specific day selected to coincide with your client's Social Security deposit date. – **Billing Dates** • 1st & 3rd of the Month • 2nd, 3rd, & 4th Wednesday
How can the client update their Banking Information?	If registered, they can log in and update on my.sbli.com
If the client's initial payment rejects, what happens?	The client will receive a rejection notice via mail and will have 20 days to update payment information on my.sbli.com. If no action is taken the policy will close out as not taken.
If the client's Pre-Authorized payment (EFTS) is rejected, what happens?	EFTS (Ongoing Payments) ◦ 1st Rejection: We will attempt to redraft again that night ◦ 2nd Rejection (non-consecutive): We attempt to redraft again ◦ 2nd Rejection (consecutive): Rejection notice will be sent to client via mail a. If no action is taken the policy will lapse 39 days from paid to date in all states except in CA where it will lapse in 60 days b. If action is taken (banking information updated, etc.), policy will be set to redraft that night ◦ 3rd Rejection: Rejection notice is sent to client via mail a. If no action is taken the policy will lapse 39 days from paid to date in all states except in CA where it will lapse in 60 days b. If action is taken (bank information updated, etc.), policy will be set to redraft that night

PAYMENT QUESTIONS *(continued)*

QUESTION	ANSWER
What are the rules based on EFTS Rejections?	After 3 rejections, we will not redraft unless the client updates their banking info on the client portal. ◦ EFTS Form can be pulled off the agent portal or the client can print it off my.sbli.com
What are the types of rejections that occur for EFTS?	**Return Reason Codes** ◦ R01-Insufficient Funds ◦ R02-Account Closed ◦ R03-No Account/Unable to locate account ◦ R04-Invalid Account Number ◦ R08-Payment Stopped ◦ R09-Uncollected Funds ◦ R10-Customer Advises not authorized

POLICY CHANGE QUESTIONS

QUESTION	ANSWER
Can a client increase their face amount?	No increases allowed ◦ If right after issue or within the free look. They can request to cancel policy via email to customerservice@sbli.com and reapply.
Can a client decrease their face amount?	Yes. This can be requested by emailing customerservice@sbli.com or by calling Customer Service at 1.800.694.7254 and requesting a policy change form.
Can a client add a rider after issue?	No.
Can a client remove a rider?	Riders can be removed at any time ◦ Email customerservice@sbli.com ◦ Call Customer Service at 1.800.694.7254
Can a client change a beneficiary at any time?	Yes, on my.sbli.com or by calling Customer Service at 1.800.694.7254 and requesting a beneficiary change form.
What if the beneficiary listed on application has the wrong DOB, spelling error, etc. ?	If it's within the free look period, send a request to customerservice@sbli.com to have it corrected. If it's not within the free look period, they can request on my.sbli.com or by calling Customer Service at 1.800.694.7254 to request a beneficiary change form.
What if the application submitted had spelling errors on the first and last name, wrong DOB, wrong SSN, etc. ?	They would need to cancel their policy and reapply. ◦ Email customerservice@sbli.com ◦ Call Customer Service at 1.800.694.7254
What if the client wants to change their address?	They can register and login in to my.sbli.com and change it on the portal. They can also print the address change form off the portal, or call Customer Service at 1.800.694.7254 and request an address change form.
Can a client change their draft date or charge?	Yes, but only after initial payment. ◦ Email customerservice@sbli.com ◦ Call Customer Service at 1.800.694.7254
Can the client change their mode or method of payment?	Yes, as follows: ◦ If the client would like to change mode, you can call Customer Service at 1.800.694.7254 or you can submit a request to customerservice@sbli.com. ◦ If the client is looking to change from RCC to EFTS, they need to complete an EFTS form which is located on my.sbli.com or can be found on the agent portal. ◦ If on Social Security, can only change method of payment, not mode (Can only be on Monthly mode).

CANCELLATION & SURRENDER QUESTIONS

QUESTION	ANSWER
What if the client no longer wants the policy?	A request can be sent to customerservice@sbli.com. If within the free look period, the policy will be canceled and money will be refunded. If past the free look period (39 days from Issue), a surrender form will be sent out to the client and no future payments will be processed. If the form is never received, the policy will end up lapsing. ◦ EFTS money will be refunded via check once payment clears, 10 days from draft date.

GENERAL QUESTIONS

QUESTION	ANSWER
Is there a policy fee on these policies?	Yes, $48 (non-commissionable)
Can a client request a paper policy?	Yes, the client has the option of requesting either a digital or a print copy of the policy. This choice is made during the application process. In addition, up to 60 days after issue: ◦ Clients can register and login to my.sbli.com and print a copy ◦ A copy could be printed off of the agent portal **Past the 60 days, a processing fee of $25.00 may apply** ◦ They can either request online, in writing, or by telephone – **Online:** they can complete a duplicate policy request by logging into my.sbli.com – **In writing:** they can download the “Duplicate Policy Request Form” – **By Telephone:** call Customer Service at 1.800.694.7254 and request a duplicate policy
If the client’s payment is rejected, would the agent be notified?	Yes, if your agency is signed up on the agent portal to receive this notification. If not, you will not be notified.

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