

# New Vista<sup>®</sup> Final Expense Whole Life Insurance

For Agent Use Only - Not for Use with Consumers

### **About Prosperity Life Group®**

### Prosperity Life Group<sup>®</sup> Member Companies:







Prosperity Life Group® is one of the leading providers of life, annuity and supplemental products. Our member companies, SBLI USA Life Insurance Co, Inc., Shenandoah Life Insurance Company, and S.USA Life Insurance Co., Inc. have been meeting the needs of the middle market consumers for over 100 years.

Today, we have access to the national market (49 state licenses) through a wide array of distribution partners in the Bank, IMO, GA, and Worksite channels.

Meeting financial promises to our customers through financial strength and stability is paramount to everything we do and is evidenced by an A- (Excellent) A.M. Best rating.†

†A.M. Best rating as of date of presentation

## Why Sell Prosperity New Vista® Final Expense?

- 3 Plan options (Level, Graded, Modified) that pay the same commission level ... no matter the age
- Diabetic friendly underwriting
- Smoker rates based on cigarettes only, in the last 12 months
- Social Security billing available (aligns payment date with deposit)
- Instant underwriting decision in most cases
- Available through member company S.USA in 44 states + DC (not available in CT, MT, NH, ND, NY\*, SD)
   \*Similar product, Golden Promise, available in NY through SBLI USA.
- Multiple options for application submission (not all options available in all states)

### **Sales Bonus Program**



# 10% Cash Bonus program!

Place at least \$20K in AP during the quarterly qualification period for a 10% bonus.

Please review details for qualifications.



### **Contracting**

Contracting for you and your agents is quick and easy! We offer a unique online contracting platform that allows complete customization of commission levels. Most agents will receive a writing number within 2 days of contract submission (can vary based on state appointment requirements as outlined below).

Pre-Appointment States: AL, GA, FL, and PA are treated as Pre-Appointment states. No application can be submitted before an agent is contracted and appointed.

**Pre-Contracting States:** LA, MT, UT, and WY require that we contract and license an agent before an application can be submitted; state appointments will be processed upon receipt of the first application.

**Just-In-Time (JIT) States:** All other states follow Just-In-Time processing. We will hold the appointment request until the first application is submitted. At that time, we will complete the licensing and contracting process and request appointment in the applicable state. We will contact you upon our receipt of your first application.

Please have a few things ready to complete your contract request:

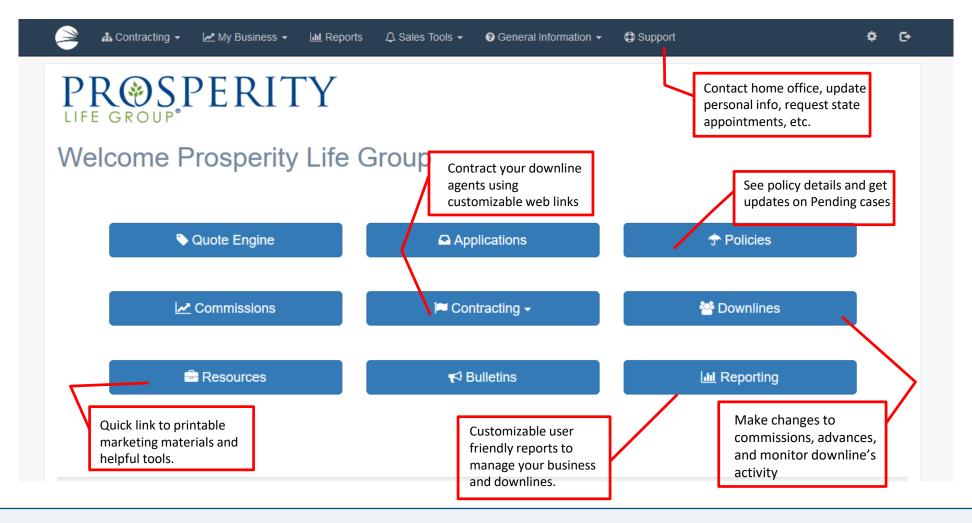
- Copy of your Drivers License or State Issued ID card
- Copy of E&O coverage (required for all agents)
- Copy of voided check if you will be receiving Direct Deposit
- Complete our AML training here: https://insuranceadmin.com/agent/?page=training



### **Agent Portal**

Web address: www.insuranceadmin.com/agent (your email address is your login)

Quoting, downline contracting, policy updates, commission statements, reports and much more at your fingertips.





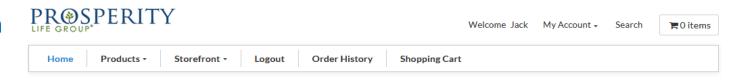
## **Supply Orders**

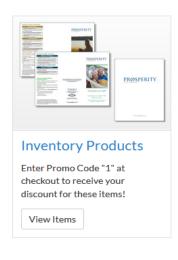
### https://prosperity.bisonprinting.com

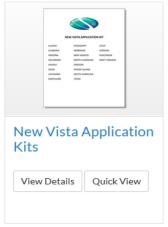
Supply orders are processed through our partner, Bison Printing.

Simply create your account and you can easily order the materials you need.

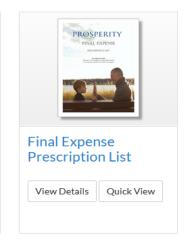
Full instructions are found on the Agent Portal.

















7

## **New Vista® Final Expense - Product Details**

Issue Ages: 50-80

**Expiry Age:** 121 (Policy) / 75 (Accidental Death Benefit Rider)

**Face Amount:** \$1,500 - \$35,000 (state variations apply)

**Risk/Rate Class**: The plans are simplified issue and smoker distinct.

Approved (Level, Graded or Modified)/Declined, Tobacco(T) or Non-tobacco(NT) – Based

on Cigarette use only, Male/Female

<u>Premiums</u>: Premiums are based on issue age, gender, and smoking class only, and are fixed

throughout the lifetime of the contract, with cash value accumulation. Premiums are also

dictated by their risk/rate class.

**Recurring Premiums:** EFT\*/ Debit Card – Monthly, Quarterly, Semi-Annual, Annual

Direct Bill – Quarterly, Semi-Annual, or Annual (Not offered Monthly)

\*EFT must be selected on application to qualify for advance commissions



## **New Vista® Final Expense - Product Details**

### **Modal Factors & Policy Fee:**

	Modal Factor	Policy Fee*
Annual	1.000	40.00
Semi-Annual	0.5150	20.60
Quarterly	0.2650	10.60
Monthly	0.0900	3.60

<sup>\*</sup>Policy fee is commissionable

### **Underwriting**

The underwriting decision is based on the answers to the application health questions, MIB, and a prescription drug check. Applicants must fall within a specific height and weight to qualify. The policy should be submitted using one of Apptical's Point of Sale underwriting approval methods. If Apptical is unable to render a decision, the case will be referred to the Home Office for final processing.

### **Accelerated Death Benefit Feature (not available in CA)**

Should the insured be diagnosed with a terminal illness, the Accelerated Death Benefit feature allows access to a portion of the policy proceeds.

### **Accidental Death Benefit Rider**

An Accidental Death Benefit Rider can be added to all 3 plan options. If elected, the rider coverage amount will equal the initial coverage amount of the base plan. The rider expires at age 75, so the proposed insured must be 74 or younger to apply. ADB rider premium is not commissionable.



## **New Vista® Final Expense - Plan Options**

	Level	Graded	Modified
Issue Ages	50-80	50-80	50-80
Base Death Benefit	Death benefit is equal to face amount of policy from 1 <sup>st</sup> day of coverage	Non Accidental Death*  1st Yr. 30% of Face Amount  2nd Yr. 70% of Face Amount  3rd Yr.+ full face amount	Non Accidental Death*  1st Yr. 110% of annual premium  2nd Yr. 231% of annual premium  3rd Yr.+ full face amount
Accelerated Death Benefit Feature**	Up to 50% of death benefit in the event of a terminal illness	Up to 50% of death benefit in the event of a terminal illness	Up to 50% of death benefit in the event of a terminal illness
Optional Accidental Death Benefit Rider***	1X base amount	1X base amount (Accidental Death benefits are full face in Years 1-2)	1X base amount (Accidental Death benefits are full face in Years 1-2)

<sup>\*</sup> Base Death Benefit for Accidental Death is full face amount in all years.

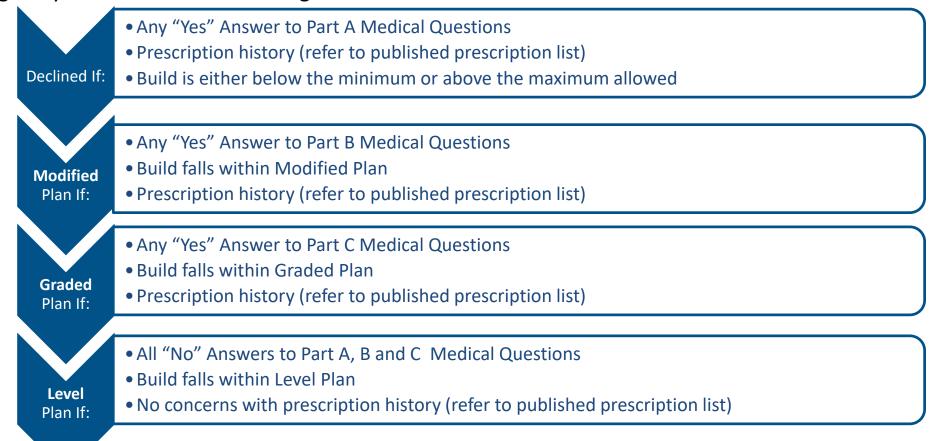


<sup>\*\*</sup>There is no additional premium charge for this benefit but there is a \$150 processing fee and the benefit is discounted as an early payment. Not available in CA.

<sup>\*\*\*</sup>Through age 75 only. Additional premiums apply.

## **New Vista® Final Expense - Plan Options**

### Plan eligibility is based on the following:



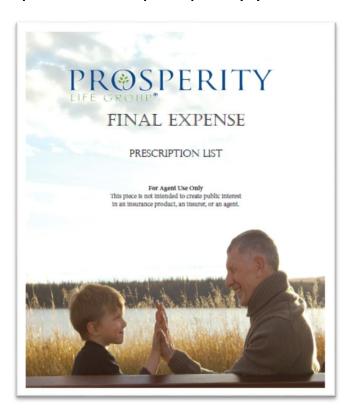
In all cases, Apptical will run MIB and RX history checks. Review of this medical may result in an adverse decision based on Company underwriting guidelines. Applications may also be withdrawn due to unresolved medical information. Please make sure to review the health questions with your client in their entirety and have clients review and confirm answers to avoid having the claim contested.



### **Build Chart and Rx List**

Builds falling outside of the chart for the respective plan type would not qualify.

Please review all medications in the Prescription List to pre-qualify your client.



### **Height and Weight Table**

Height	Minimum Weight All Plans	Max Weight Level	Max Weight Graded	Max Weight Modified
4'6"	68	187	202	218
4'7"	71	194	209	225
4'8"	74	201	216	232
4'9"	77	208	223	239
4'10"	80	215	230	246
4'11"	83	222	237	253
5'00"	86	229	245	262
5'01"	89	237	253	271
5'02"	92	246	262	280
5'03"	95	253	269	288
5'04"	98	260	278	297
5'05"	101	268	286	306
5'06"	104	275	294	315
5'07"	107	284	304	325
5'08"	110	292	313	334
5'09"	113	299	321	343
5'10"	117	308	330	353
5'11"	121	316	339	362
6'00"	125	325	348	372
6'01"	129	333	356	381
6'02"	133	341	366	391
6'03"	137	349	373	399
6'04"	142	357	382	409
6'05"	147	365	392	419
6'06"	152	373	406	434
6'07"	159	381	413	442
6'08"	162	389	421	450
6'09"	167	397	430	460



## **The Application Process**

H	s the Proposed Insured smoked cigarettes in the past 12 months?	Yes	☐ No
Pl	ease state the Proposed Insured's height and weight		
P	art A - if any question is answered "Yes", the Proposed Insured is not eligible for coverage		
1.	Is the Proposed Insured currently or in the last 30 days been: hospitalized, committed to a psychiatric facility, confined to a nursing facility, receiving hospice or home health care, confined to a wheelchair due to a disease or waiting for an organ transplant?		□ No
2.	Does the Proposed Insured currently require human assistance or supervision with eating, dressing, toileting, transferring from bed to chair, walking, maintaining continence or bathing?	Yes	□ No
3.	Within the past 12 months has the Proposed Insured:		
	a. been advised by a member of the medical profession to have a diagnostic test (other than an HIV test), surgery, home health care or hospitalization which has not yet started, been completed or for which results	s	
	are not known?	Yes	☐ No
	<ul> <li>used or been advised by a member of the medical profession to use oxygen equipment for assistance in breathing (excluding CPAP or nebulizer)?</li> </ul>	Yes	■ No
	c. had or been advised by a member of the medical profession to have Kidney Dialysis?		☐ No
4.	Has the Proposed Insured ever been diagnosed or treated for Acquired Immune Deficiency Syndrome (AIDS) and/or Human Immunodeficiency Virus (HIV) infection by a licensed member of the medical profession?		□ No
5.	Has the Proposed Insured ever been diagnosed or received treatment by a member of the medical profession for Alzheimer's disease, dementia, Lou Gehrig's/Amyotrophic Lateral Sclerosis (ALS), Cirrhosis of the Liver	or	
	(Stage C)?	Yes	☐ No
6.	Has the Proposed Insured ever been diagnosed by a member of the medical profession with more than one occurrence of the same or different type of cancer or is the Proposed Insured currently receiving treatment		
	(including taking medication) for any form of cancer (excluding basal cell skin cancer)?	Yes	☐ No



## **The Application Process**

## Part B - if any question is answered "Yes", the Proposed Insured may be eligible for the Modified Death Benefit Individual Whole Life Policy

		,		
1.	_	2 years, has the Proposed Insured been diagnosed or received treatment from a member of the medical , or other practitioner, or been hospitalized for any of the following:		
		of alcohol or drugs; or been advised by a physician, practitioner, health facility or counselor to restrict of alcohol or drugs?	☐ Yes	□ No
	_	cations of diabetes such as diabetic coma or insulin shock or had an amputation due to complications of ease?	☐ Yes	□ No
		tack, angina (chest pain), congestive heart failure, cardiomyopathy stroke, transient ischemic attack or aneurysm or had heart or circulatory surgery?	☐ Yes	□ No
2.	medical pr	3 years, has the Proposed Insured been diagnosed, treated, or prescribed medication by a member of the ofession for: internal cancer, including but not limited to, malignant brain tumor, malignant melanoma ling basal/squamous cell skin cancer), leukemia, or multiple myeloma?	☐ Yes	□ No
3.	_	2 years, has the Proposed Insured had more than 1 conviction for reckless driving or for driving under ice of alcohol or drugs (DUI or DWI)?	☐ Yes	□ No
	nrt C - if any hole Life F	y question is answered "Yes", the Proposed Insured may be eligible for the Graded Death Ben Policy	efit Indi	vidual
1.	Has the Proprofession	oposed Insured ever been diagnosed, treated, or prescribed medication by a member of the medical for:		
	a. Parkins	on's disease, Systemic Lupus (SLE) or sickle cell disease?	Yes	No No
		is (Stage A or Stage B) of the liver, chronic hepatitis or other liver disorder, kidney failure or other kidney disease?	☐ Yes	□ No
	c. Chronic	Obstructive Pulmonary Disease (COPD), which includes emphysema, black lung disease or tuberculosis?	Yes	☐ No
	d. Bipolar	Disorder or Schizophrenia or been hospitalized in the past 2 years for any mental or nervous disorder?	Yes	☐ No
		ons in Parts A, B and C are answered "No", the Proposed Insured may be eligible for the vidual Whole Life Policy	e Level	Death



## **IN-PERSON SALES PROCESS**



## **The Application Process – Options for Face-to-Face Sales**

There are 2 ways in which applications can be taken face to face, both of which provide for the opportunity to receive an underwriting decision at the point of sale through our vendor, Apptical:

- LiveApp web portal E-application sales (New Vista E-App option)
- Paper application with telephone interview





## **New Vista® E-Application for Face-to-Face Sales**





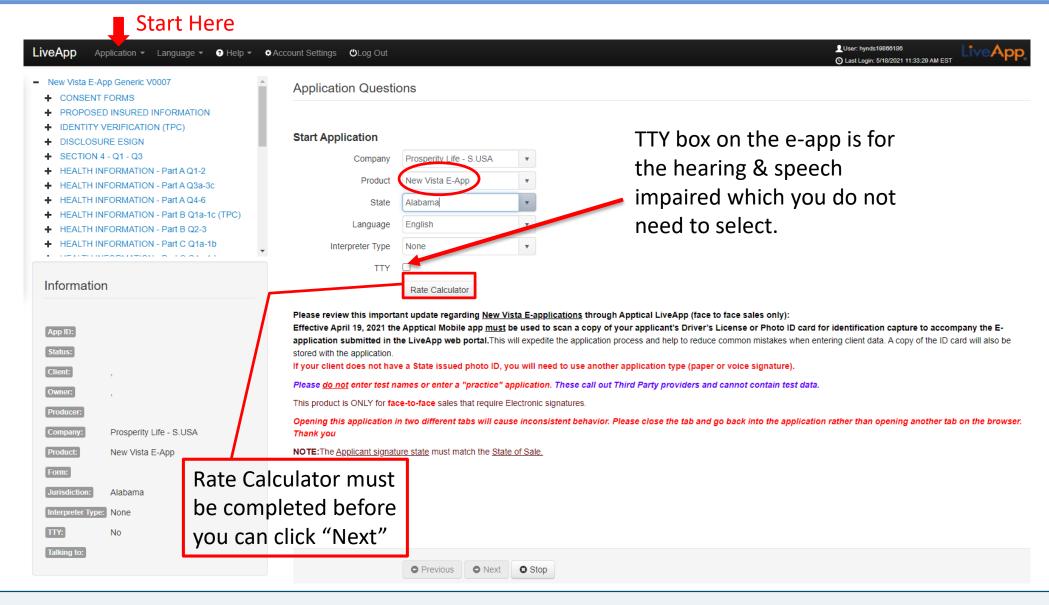
Electronic Application

## https://web.apptical.com/LiveApp/Login

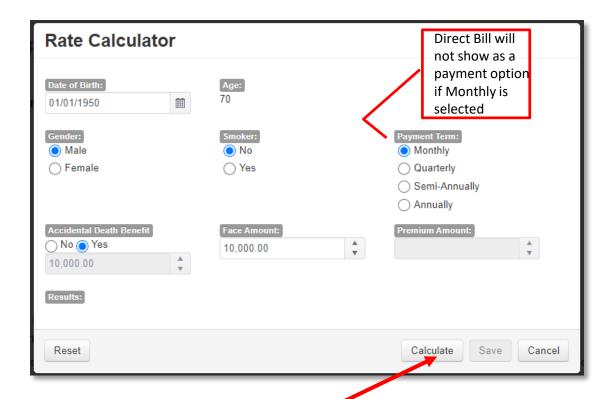
- Login credentials are provided in your Welcome E-mail
- It can be completed from a computer or full size tablet/iPad, but not a smart phone.
- New Vista® E-Application may be used for <u>face-to-face sales only</u>.
- Ask client to provide a Photo ID before completing the application.
- PA E-apps require collection of information from PIS found in Agent Portal for completion of Form PA-DS
- E-Applications are not available in ME
- Replacements are available in most states



## **Starting the Application**

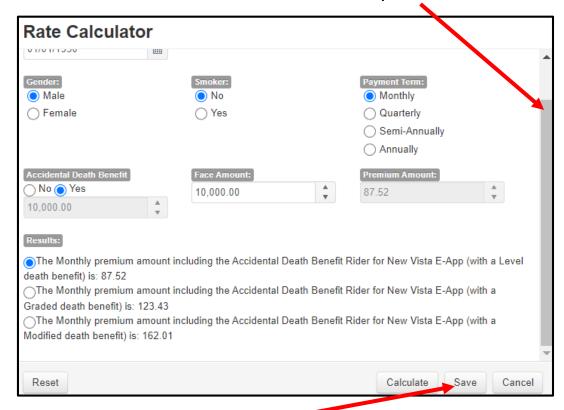


### **Rate Calculator**



1. Input client information and select "Calculate."

2. Scroll down to view rates for each plan.



- 3. Then, click "Save."
- 4. Click "Next" to proceed.





### Electronic Transaction Consents - Review with the client.

### Consent to Electronic Signature/ E-Delivery of app documents is <u>required</u> to proceed.

# Consent to Electronic Signature and E-Delivery of Application Documents In order for us to process your application electronically, we must obtain your consent to use of your electronic signature and electronic delivery of certain notices and disclosures related to your application. You may revoke this consent prior to policy issue in which case your application will be withdrawn. Do you agree to electronic Signature and E-Delivery of Application Documents?

### Consent to Go Green Program (E-Delivery of policy and other communications) is encouraged but optional.

Help us GO GREEN by consenting to receive your Policy, if issued, and certain notices, disclosures and other documents relating to your Policy and its administration ("Documents") electronically rather than through the US Mail. By checking "I agree" below, you understand and agree that: E-delivered Documents will be posted to your Customer Center account, accessible at www.prosperitylife.com, "My Policies" tab. Notice of such postings will be sent from edelivery@prosperitylife.com to your email address. You are responsible for providing a valid email address and for notifying us if your email address changes, Because some important information may still be sent through the US Mail, you also must keep us informed of your current postal address. Addresses may be updated on Customer Center or by contacting the Home Office directly. Documents are considered delivered to you upon transmission of the posting notice to your email address. Once notified, you are responsible for timely retrieval of the information. You may request a paper copy of any e-delivered Document by written request to the Home Office. You may revoke this consent at any time by changing your preferences in Customer Center or by written request to the Home Office. Revocation will take effect within 15 days of receiving your request or as otherwise required by law. Revo-cation does not affect the legal effectiveness of a Document electronically delivered to you before the revocation is effective. If a notification email is returned as undeliverable, the referenced Document will be sent to you by US Mail. To access Documents delivered electronically, you will need: Access to a device capable of running a current internet browser; Access to internet service and an email account: Software which permits you to receive and review PDF files (free software can be downloaded at adobe.com); The ability to download or print documents. Do you agree to the electronic delivery of documents?



Yes ( )

### **California Consent Form**

### **Applicable for California sales only:**

California sales now require-completion of the Voluntary Electronic Opt-In Consent Disclosure.

Consent to receive the provided disclosures electronically through the eapp process and sign the application via electronic signature is *required* before the applicant can proceed.

If the client does not consent, a paper application must be completed face to face and a wet signature must be obtained.

### Voluntary Electronic Opt-In Consent Disclosure

If you consent, S.USA Life Insurance Company, Inc. (hereinafter referred to as "S.USA") will transmit documents related to your life insurance policy or annuity contract by electronic means, to the extent that electronic transmission is consistent with applicable state and federal law. Any document that we send by electronic means, which complies with applicable law, will have the same force and effect as if that document was sent in paper format.

S.USA will transmit electronically the life insurance or annuity application and certain disclosure and other documents that must be completed by or provided to you as part of the application process. You will receive a paper copy of all signed documents with your policy, if issued.

If you decide that you want to receive documents electronically, S.USA will provide one paper copy per year of any document, at no charge to you, upon your request. S.USA will not charge any person who declines to opt in to receive a record through electronic transmission from receiving a record electronically.

S.USA will only transmit documents to you electronically if you consent. Your consent is voluntary. If the policy-holder or insured or owner has permitted electronic transmissions in the past, that authorization does not obligate the same procedure regarding this policy as well.

You may opt-out of the electronic application process at any time, at which time the process will end. If you change your mind after the application is submitted and wish to opt-out of the process, you can withdraw your application, or if you wish to correct or change the email address S.USA uses to send you documents, you can do so at any time by notifying S.USA by any one of these methods:

- · email to <u>customercare@prosperitylife.com</u>, or
- · telephone to 866-787-2123, or
- paper mail to P.O. Box 1050, Newark, NJ 07101-1050

S.USA's website is: www.prosperitylife.com

☐ I consent to receive ele	ectronic transmission of documents.		
Proposed Insured Name:		Date:	
For purposes of receiving dress is:	electronic transmission of documents from S.USA,	as set forth al	oove, my email ad



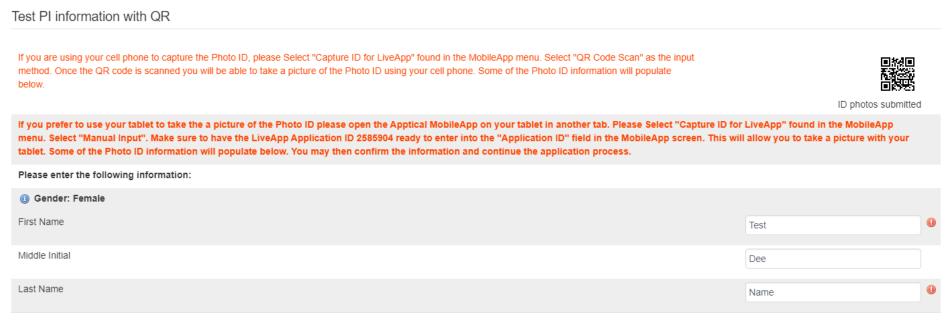
### **Proposed Insured Information & Identification Verification**

You may upload a scan of the Proposed Insured's Driver's License or State Issued Photo ID. In order to do this, you must download the AppticalMobile app to your smartphone or tablet.

\*IMPORTANT\* – please review the training videos to help ensure a smooth process:

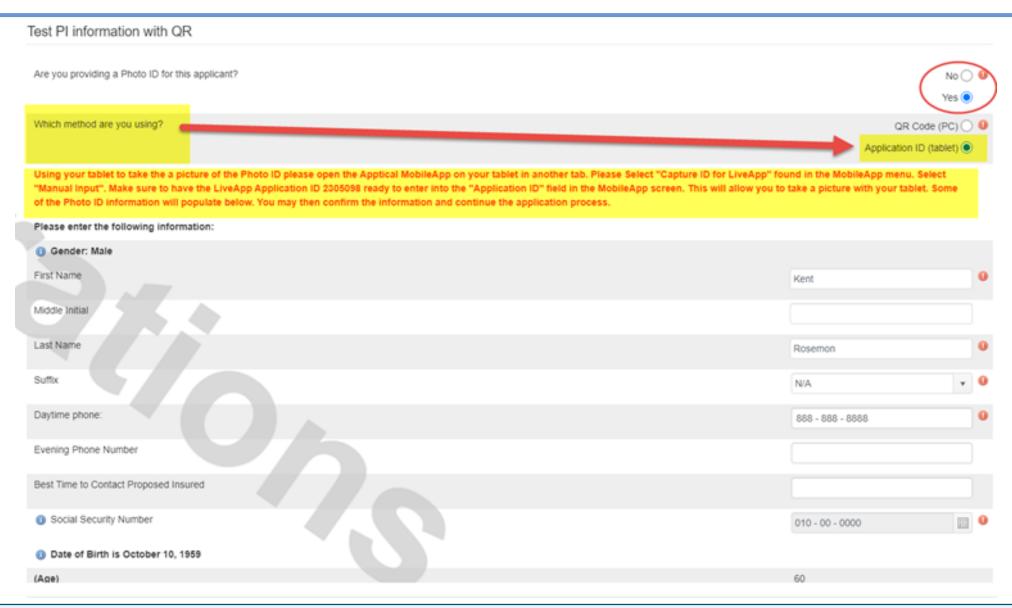
Tablet Demo version (manual AppID entry): <a href="https://vimeo.com/426009384/f254a0af19">https://vimeo.com/426009384/f254a0af19</a> Laptop Demo version (using QR code): <a href="https://vimeo.com/432259365/17b8826a07">https://vimeo.com/432259365/17b8826a07</a>

Most of the proposed Insured's information should be automatically filled in based on information obtained from the Photo ID. Please note that you will need to input Social Security Number and US Citizen or Legal Permanent Resident Status.



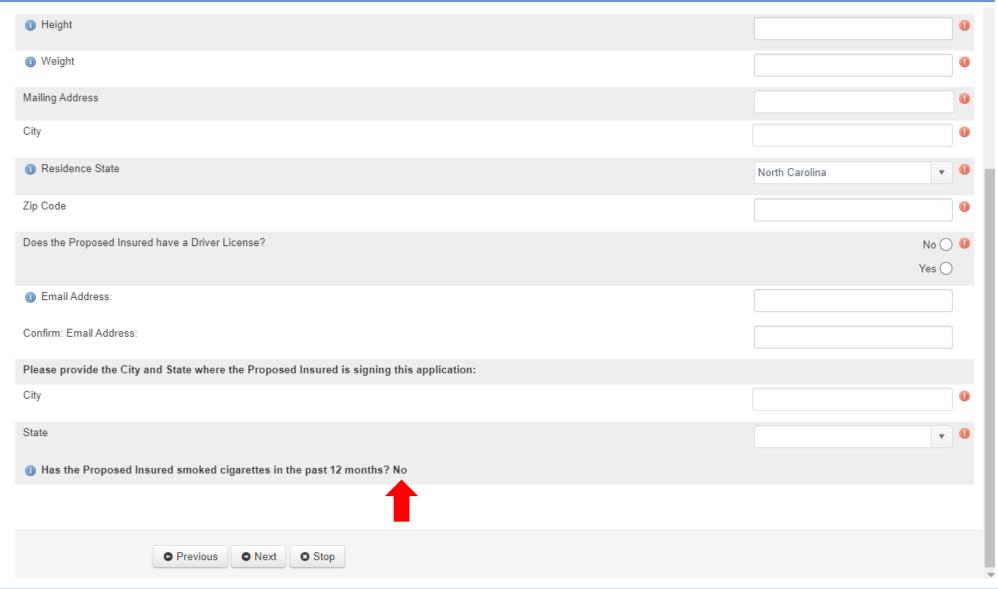


## **Proposed Insured Information**



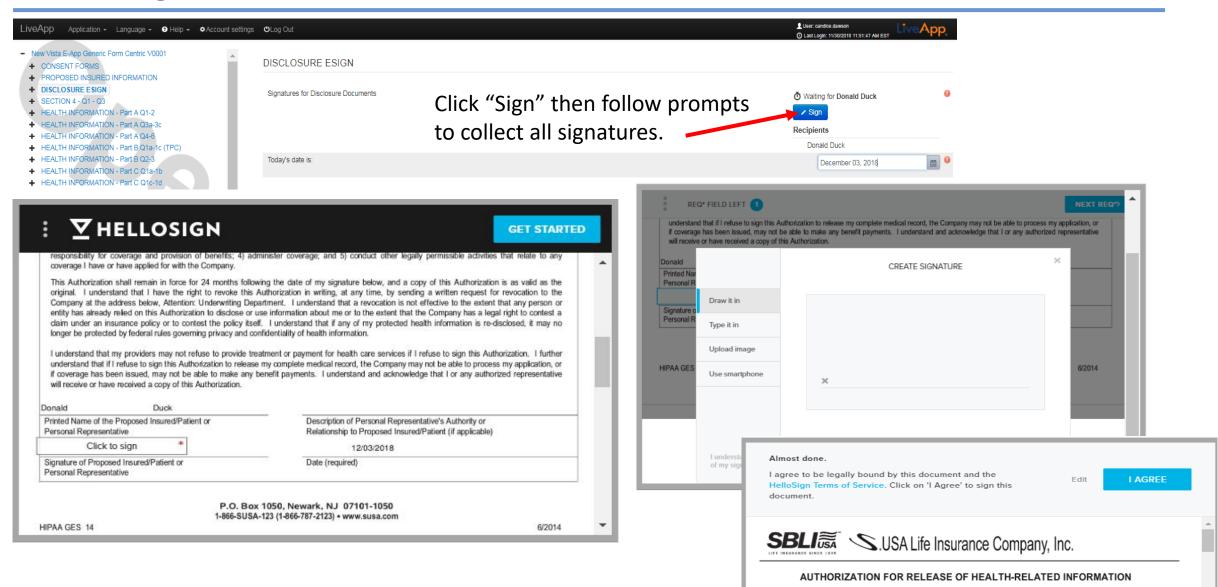


## **Proposed Insured Information**



To change answer to the cigarettes question, you must go back to the Rate Calculator.

## **Client E-signs HIPAA Authorization**



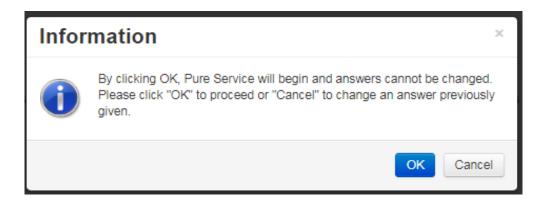
## **Client Reviews & Answers Health Questions**

### HEALTH INFORMATION - Part A Q1-2

Is the Proposed Insured currently or in the last 30 days been: hospitalized, committed to a psychiatric facility, confined to a nursing facility, receiving hospice or home health care, confined to a wheelchair due to a disease, or waiting for an organ transplant?			
Does the Proposed Insured currently require human assistance or supervision with eating, dressing, toileting, transferring from bed to chair, walking, maintaining continence or bathing?	No   Ves		
HEALTH INFORMATION - Part A Q3a-3c			
Within the past 12 months has the Proposed Insured:			
Been advised by a member of the medical profession to have a diagnostic test (other than an HIV test), surgery, home health care or hospitalization which has not yet started, been completed or for which results are not known?	No   Ves		
Used or been advised by a member of the medical profession to use oxygen equipment for assistance in breathing (excluding CPAP or nebulizer)?	No   Ves		
Had or been advised by a member of the medical profession to have Kidney Dialysis?	No 💿 🕕		
HEALTH INFORMATION - Part A Q4-6			
Has the Proposed Insured ever been diagnosed or treated for Acquired Immune Deficiency Syndrome (AIDS) and/or Human Immunodeficiency Virus (HIV) infection by a licensed member of the medical profession?	No   Ves		
Has the Proposed Insured ever been diagnosed or received treatment by a member of the medical profession for Alzheimer's disease, dementia, Lou Gehrig's/Amyotrophic Lateral Sclerosis (ALS), Cirrhosis of the Liver (Stage C)?	No   Ves		
Has the Proposed Insured ever been diagnosed by a member of the medical profession with more than one occurrence of the same or different type of cancer or are you currently receiving treatment (including taking medication) for any form of cancer (excluding basal cell skin cancer)?	No   Ves		



## **Getting the Decision**



### PURE DATA RESULTS

NOTE: If PURE Data Results are not rendered due to a service outage, please do not proceed with application. Click STOP and select LiveApp Pending User Action status. Contact Home Office for assistance.

#### Ms. Dawson

The following pertains to the data results of the case:

The proposed insured is eligible for the Level plan.



Decision is provided, or if a decision is unable to be rendered, you will be notified of such. If decision is "Refer to Underwriting" please note that the Home Office Underwriting team will follow up and advise what is needed to proceed, such as medical records. You should prepare your client for additional requirements, such as complete medical records, or consider a different product type.

### **Confirm Policy Information Provided**

### CONFIRM POLICY AMOUNTS

To confirm: the policy amount is \$10000.00 and the Premium amount is \$40.12. Would you like to continue?





NOTE: To keep the same premium amount select the Application tab and select Rate Calculator. Enter the Premium amount and Calculate for new Face Amount. Make sure to select the new Eligibility level.

If Client wants to increase or decrease the Face Amount, select "No," then open the Rate Calculator in the Application menu and make the desired adjustments. It will then ask you to confirm the new policy amount. Select "Yes" then continue.

If the client has been downgraded to a Graded or Modified Plan, explain to the client that benefits will be limited in the first 2 policy years for non-accidental death.

## **Enter Beneficiary Information**

LiveApp allows up to 3 Primary and 3 Contingent beneficiaries to be collected with Application. Have more? Contact Customer Service to add/modify after policy is in force.





## **Premium and Billing Information**

# Select one of the available recurring billing options:

- EFT Draft (Checking or Savings)
- Direct Express
- Debit Card tied to bank account. No pre-paid debit cards will be accepted.

### Other important info:

 Future Payments are only allowed up to 35 days from date of application.

SECTION 1: PREMIUM PAYMENT DATE						
The options below allow you to select the date that best fits your needs. If you are submitting this form with an application for a new policy, please note that coverage will not be effective until we receive your first premium payment.						
Mode (choose one):  Monthly	Quarterly	Semi-Annual	Annual			
Payment Date (choose one):						
☐ Draft/charge on policy effective date a	and on same modal date th	nereafter (default if no sele	ction made)			
☐ Draft/charge on specific day of the mo	onth (1 to 28)	and on same modal date t	thereafter*			
Check this box if the 1 <sup>st</sup> or 3 <sup>rd</sup> v Security deposit**	Check this box if the 1 <sup>st</sup> or 3 <sup>rd</sup> was selected above and the draft/charge is linked to your monthly Social Security deposit**					
☐ Draft/charge on the 2nd, 3rd, or 4th W	ednesday of every month	based on the payor's birth	date**			
(DOB:)						
Birthdates: 1st to 10th (second Wednesday), 11th to 20th (third Wednesday), 21st to 31st (fourth Wednesday)						
* For a <u>new insurance application</u> , the initial draft/charge date must occur within 35 days after the application is signed. For an <u>existing policy</u> , this form must be received at least 7 days prior to the requested draft/charge date, otherwise the draft/charge will begin the following month.						
** Note: For these selections, if the date you selected falls on a weekend or holiday, deduction will be on prior business day. All other selections, if draft/change date falls on a weekend or holiday, deduction will be on next business day.						

- Can draft same day each month 1<sup>st</sup> 28<sup>th</sup> OR align to deposit date for Social Security recipients. Please review options shown above and in next slide for more information.
- Only EFT (bank draft) selections will qualify for advances, other options pay as earned only. Please review the terms of your advance addendum, if applicable.



## **Social Security Billing**

- We are able to align payment dates for Social Security recipients to draft on the same day as the client receives
  their deposit, even if that is a non-business day. This billing option has been added to the payment form for all
  New Vista application types. To select this option, please be sure to check the box indicating the payment is
  linked to a Social Security deposit. For these selections, if the date you selected falls on a weekend or holiday, the
  deduction will be on the prior business day.
- Social Security recipients can select a recurring draft day, such as the 1st or 3rd, or Wednesday billing (2nd, 3rd, or 4th Wednesday of every month based on the Payor's birthdate).

Birthdates: 1st to 10th (second Wednesday), 11th to 20th (third Wednesday), 21st to 31st (fourth Wednesday)

- For a new insurance application, the initial draft/charge date must occur within 35 days after the application is signed.
- Acceptable card payments are: Debit Visa or Mastercards tied to bank accounts or Direct Express debit MasterCard.



## **Enter Payment Details**

Premium Payment Accountholder's Name: Important! (Enter Name exactly as it appears on the account.) First Name Ann On policy effective date = Draft immediately and Middle Initial W recur same day each month thereafter. Last Name Louise Address on the account: State Louisiana On Specific day of the month = 1st-28th and on same Street Address 2229 Suwanee Dr modal date thereafter ✓ Matched street and city and state Marrero Based on Payor DOB = 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> Wednesday based Zip Code 70072 - 4930 on payor DOB\* Relationship to Insured \*Birthdates: 1st-10th (2nd Wednesday) PREMIUM PAYMENT DATE 11<sup>th</sup>-20<sup>th</sup> (3<sup>rd</sup> Wednesday) Payment Date (choose one): 21st-31st (4th Wednesday) On specific day of the month ( Your Payment Date selection is: Draft/charge on policy effective date and on same modal date thereafter. Bank Name Citi Bank Please double-check account number to avoid Routing Number 021000021 rejected charges. Account Number 420012589855 Account Type: Checking ( Savings (



## **Agent Certification**

### AGENT CERTIFICATION To the best of your knowledge and belief, is there an existing life insurance policy or annuity contract insuring the proposed insured's life? To the best of your knowledge and belief, replacement is or may be involved in this transaction. Yes Agent First Name: Agent Your agent information will be pre-filled. Agent Last Name: Name Please check to make sure it is accurate! Agent Number B99990000 Email Address of Agent This section now offers an option to split test@test.com commissions with a 2<sup>nd</sup> agent, please have Telephone Number of Agent 540 - 555 - 5555 their agent number ready. Agency Name Agency Number Any additional comments must go here ADD COMMENTS HERE Comments: (i.e. special policy delivery instructions.) Conditional Receipt Provided? I certify that these statements and responses are true and accurate. WARNING: Once you proceed past this screen, you will no longer be able to make alterations to this application. Please be sure you have verified all entered data before proceeding to the final signatures.



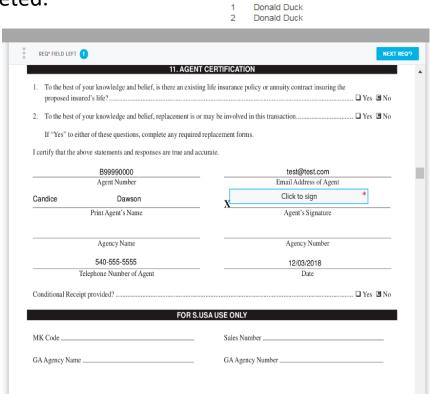
## **Final Signatures**

A PDF of the completed application will appear. Please have your client review the completed application in full, including any applicable replacement notices and other disclosures required in the applicable state, before agreeing to sign.

| FINAL APPLICATION SIGNATURES | FINAL APPLICATION SIGNATURES |

Final Application Signatures

Each name will have a check mark as the signatures are completed.

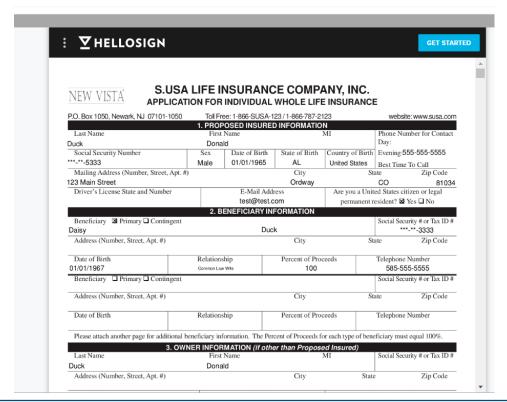


Waiting for Candice Dawson

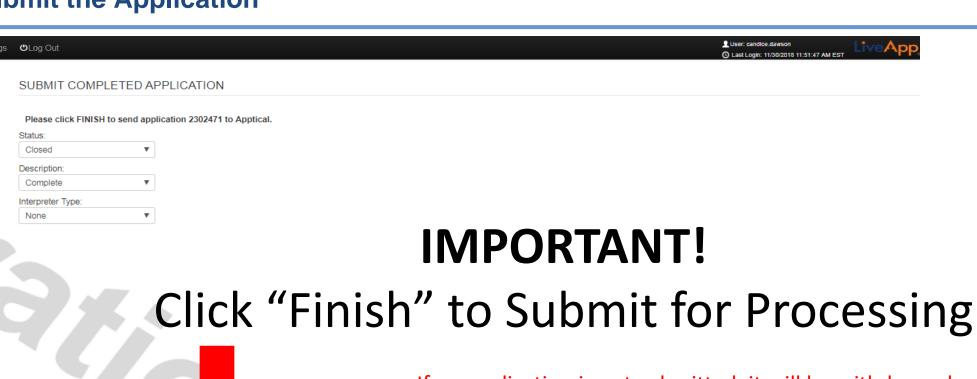
Candice Dawson

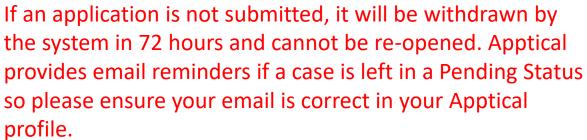
✓ Sign

Recipients



## **Submit the Application**







### What's Next?

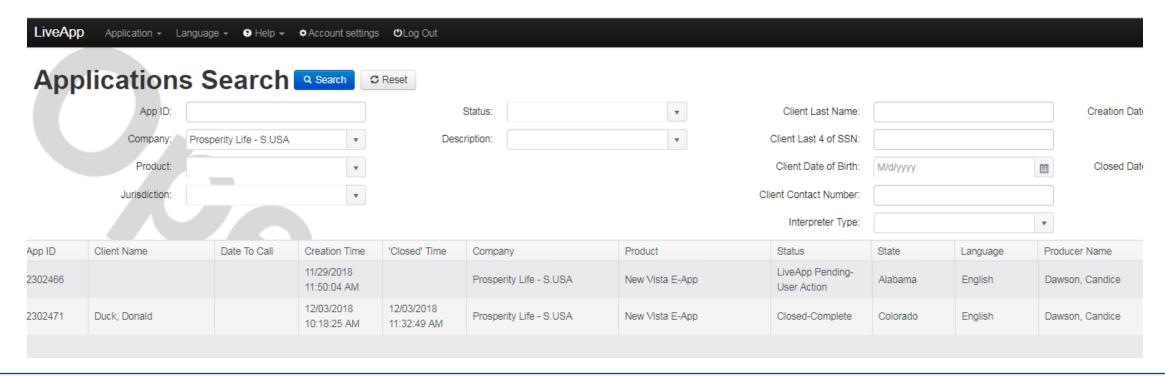
- The completed application will be electronically sent to the Home Office for processing the following business day.
- Routine audits of the business will be conducted and you may expect some cases to be pulled back for home office review, even after the decision is given through the E-Application process.
- If the application is approved, the owner will receive copies of the completed signed application and disclosures with the policy when issued.
- If the client elected Go Green, he/she will receive an e-mail notification that the policy has been posted to the customer portal. The owner should be instructed to review the documents carefully.

# **Search Your Applications**

From Application Menu, select "Search Applications"

You must choose at least one filter option. Selecting the "Company" (Prosperity Life – S.USA) will display all of your applications. They are listed in date order, most recent are at the bottom.

To continue an application, click on the application and click "Conduct" on bottom of screen or double click to go right into the application.



# **Face-to-Face with Paper Application & PHI**

The paper application can be located on the Prosperity Agent Portal, listed by state. Please complete all the required sections; any missing information will cause a processing delay. The application and HIPAA authorization must be completed and signed prior to the call to Applical. Please review with the insured any required disclosures and the PHI process. Please complete the telephone interview at the point of sale. Home Office interview orders can create delays and it is often difficult to reach the client.

#### **Interview Guidelines**

- Ask client to provide a Photo ID before completing the application.
- The agent cannot assist during the interview & should never relay questions to the proposed insured.

#### Call Apptical 1-800-737-6972

- Press 1 for a client telephone interview (PHI). At the start of the call you will be asked to provide some basic information.
- The interviewer will ask to speak to the proposed insured, will inform the proposed insured that the conversation is being recorded, and then will ask a series of questions to complete the Personal Health Interview. Apptical will also conduct a customer identity validation check
- The interviewer will give the agent the results based on the underwriting rules.
- Apptical will provide an Apptical ID # that should be written in the Special Requests section for tracking purposes."

#### **Submission process**

It is important that all applications are submitted via fax or email to New Business within 2 days <u>regardless</u> of the underwriting results or whether the client decides to proceed with the purchase. For compliance purposes, we require the signed application and HIPAA Authorization to be maintained in our records. If the client decides not to accept the policy offered, please write "Withdrawn" in the special requests section.



# SALES PROCESS THAT DOES NOT REQUIRE A FACE-TO-FACE MEETING

# The Application Process – Voice Signature

An application can be taken without an in-person meeting with your client, and still provides the opportunity to receive an underwriting decision at the point of sale through the Applical LiveApp portal: <a href="https://web.applical.com/LiveApp/Login">https://web.applical.com/LiveApp/Login</a>

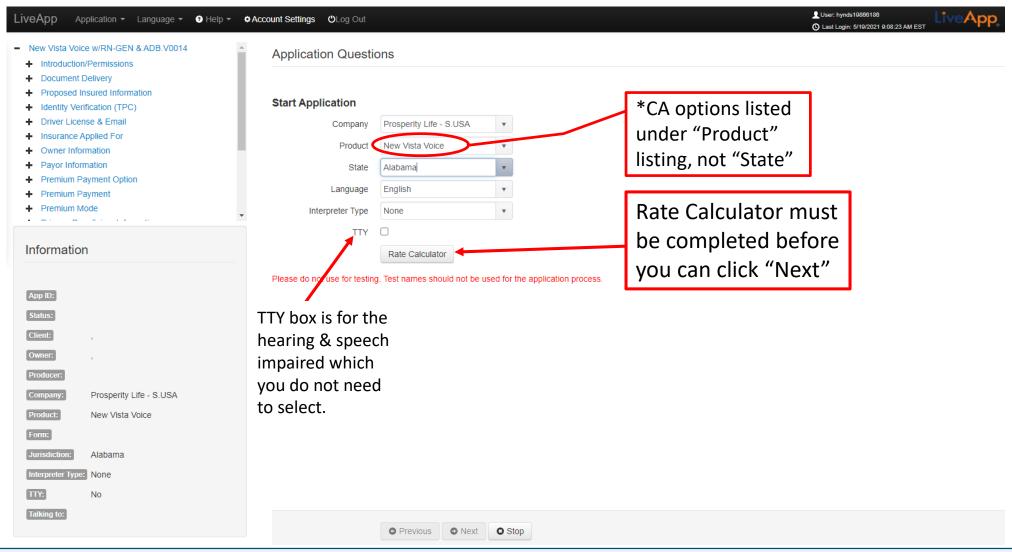
- Login Credentials are provided in your Welcome Email
- Product type is: New Vista Voice signatures are captured by voice
- No internet connection required for client
- Replacements are available in most states
- New Vista Voice is not available in Maine or Pennsylvania





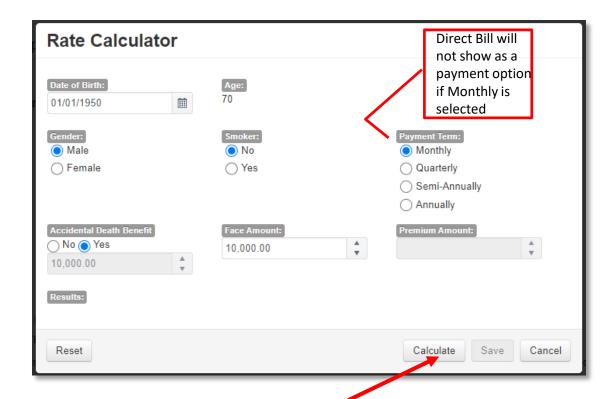
# **New Vista Voice Application**

From the Application menu, choose "New Application" to get started.



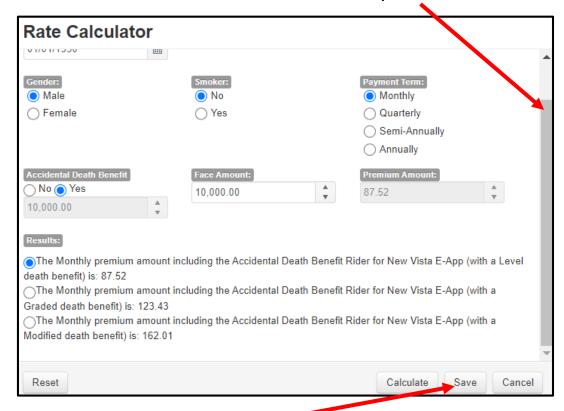


#### **Rate Calculator**



1. Input client information and select "Calculate."

2. Scroll down to view rates for each plan.



- 3. Then, click "Save."
- 4. Click "Next" to proceed.





#### **Introduction/Permissions**

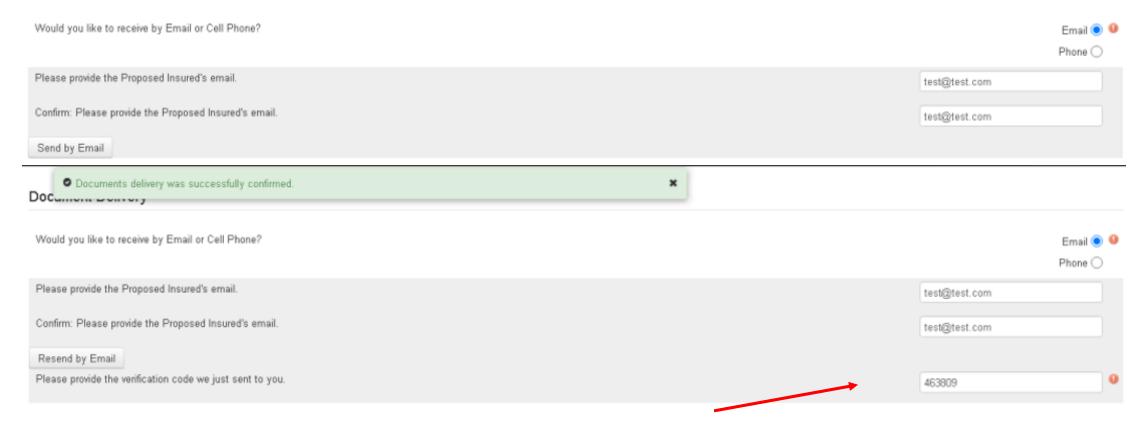
I	ntroduction/Permissions	
	Is the Proposed Insured the Owner?	No ○ <b>0</b> Yes <b>⊙</b>
	*Payor <u>must</u> be Proposed Insured or Owner	Proposed Insured   Owner   Other
	Is there any life insurance or annuity contract in force on the Proposed Insured with this or any other company?	No 🔾 😃 Yes 🌘
l	Is the insurance applied for intended to replace or change any life insurance or annuity contract in force with this or any other company?	No ○ ● Yes ●
	I am going to send you a blank application package so that you can follow along with the interview. OK?	No ○ ● Yes ●
,		

If the PI has access to a computer or smart phone, it is encouraged that you have a blank application package sent to them so that they can follow along with the process and see all applicable forms and disclosures.

If the PI cannot receive the packet or does not want to proceed this way, or if the PI and Owner are different, the agreement and disclosure language will be played during the Apptical interview. See next page for more information about the document delivery process. This can save 10 minutes or more during the interview.

# **Document & Disclosure Delivery Options**

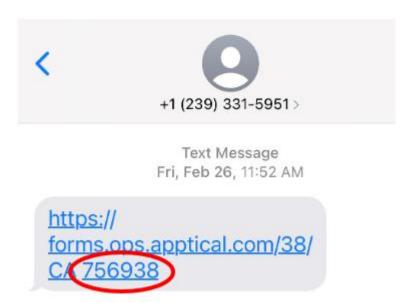
If the applicant chooses to have the application packet delivered to them by text or email, they will receive a 6-digit code along with a link to the packet. They will need to provide you this 6-digit code to proceed.



Send by Email or Phone Option, then input the 6 digit code the client will provide to you. See examples of what the client will receive on the next page.

# **Document & Disclosure Delivery Options**

### Example client text message:



#### Example client email:

Please find all said documents under this link: <a href="https://forms.ops.apptical.com/38/CT">https://forms.ops.apptical.com/38/CT</a>. Your verification code is: 533343. It will expire in 20 minutes.

#### **CA Consent Form**

Applicable for California sales only:

California sales now require completion of the Voluntary Electronic Opt-In Consent Disclosure. The Apptical rep will play a recording of this consent form and obtain a voice signature.

Consent to receive the provided disclosures electronically (by oral recording, text message or email) and sign the application via voice signature is *required* before the applicant can proceed.

If the client does not consent, a paper application must be completed face to face and a wet signature must be obtained.

#### Voluntary Electronic Opt-In Consent Disclosure

If you consent, S.USA Life Insurance Company, Inc. (hereinafter referred to as "S.USA") will transmit documents related to your life insurance policy or annuity contract by electronic means, to the extent that electronic transmission is consistent with applicable state and federal law. Any document that we send by electronic means, which complies with applicable law, will have the same force and effect as if that document was sent in paper format.

S.USA will transmit electronically the life insurance or annuity application and certain disclosure and other documents that must be completed by or provided to you as part of the application process. You will receive a paper copy of all signed documents with your policy, if issued.

If you decide that you want to receive documents electronically, S.USA will provide one paper copy per year of any document, at no charge to you, upon your request. S.USA will not charge any person who declines to opt in to receive a record through electronic transmission from receiving a record electronically.

S.USA will only transmit documents to you electronically if you consent. Your consent is voluntary. If the policy-holder or insured or owner has permitted electronic transmissions in the past, that authorization does not obligate the same procedure regarding this policy as well.

You may opt-out of the electronic application process at any time, at which time the process will end. If you change your mind after the application is submitted and wish to opt-out of the process, you can withdraw your application, or if you wish to correct or change the email address S.USA uses to send you documents, you can do so at any time by notifying S.USA by any one of these methods:

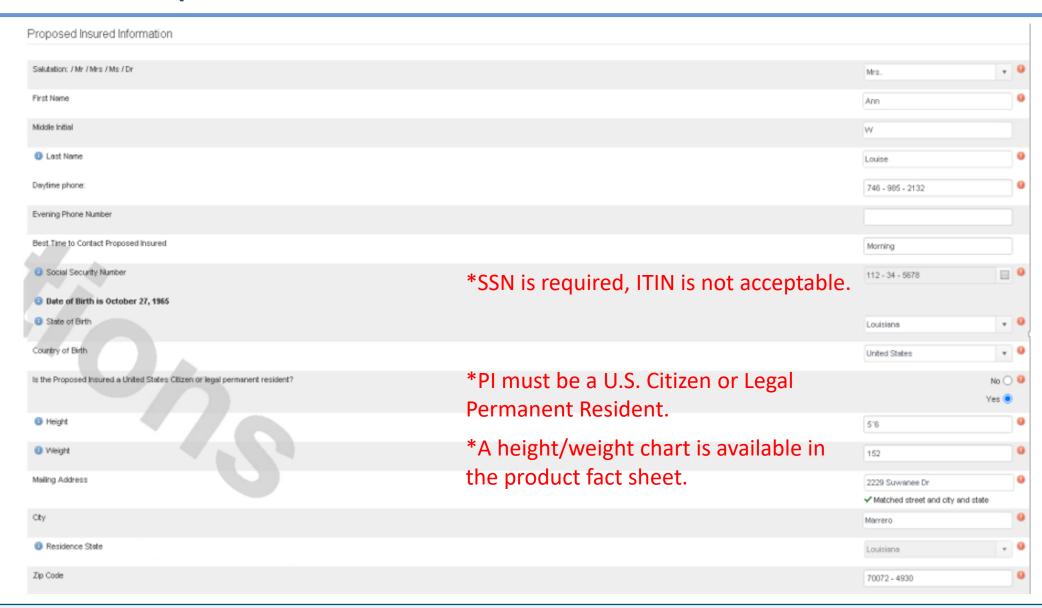
- · email to <u>customercare@prosperitylife.com</u>, or
- · telephone to 866-787-2123, or
- paper mail to P.O. Box 1050, Newark, NJ 07101-1050

S.USA's website is: www.prosperitylife.com

☐ I consent to receive ele	ctronic transmission of documents.		
Proposed Insured Name:		Date:	
For purposes of receiving dress is:	electronic transmission of documents from S.USA,	as set forth ab	ove, my email ad 



# **Proposed Insured Information**





# **Identity Verification**

The LiveApp process includes an identity validation measure as a protection against fraud. This looks at client info such as: First & Last Name, DOB, and SSN.

If the validation fails, you will be required to submit a copy of identifying documents to the New Business team in order to process the application. You will see the following:

NOTE: If you cannot move forward when clicking the "Next" button, there is an error processing the Identity Verification Service. Additional ID documents may be requested by the Home Office. Please move forward to the next section by using the Navigation bar to the left of the screen.

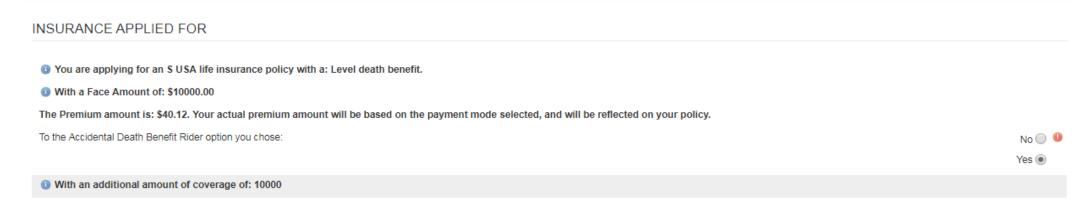
Collection of Driver License number & Email address is optional, but encouraged.





### **Insurance Applied For and Owner Information**

Confirm benefit amount and rider selection, then future payment date information (if applicable). Initial payments can only be postdated **up to 35 days**.



If PI and Owner are the same, just start typing and select the name from the drop down.

# Owner Information Please select the Proposed Insured's name from the auto-complete dropdown: First Name Middle Initial Last Name Monica monica.hellen@prosperitylife.com



# **Owner Information, if Different**

If PI and Owner are different, provide Owner details.





# **Premium and Billing Information**

# Select one of the available recurring billing options:

- EFT Draft (Checking or Savings)
- Direct Express
- Debit Card tied to bank account. No pre-paid debit cards will be accepted.

#### Other important info:

 Future Payments are only allowed up to 35 days from date of application.

SECTION 1: PREMIUM PAYMENT DATE							
The options below allow you to select the date that best fits your needs. If you are submitting this form with an application for a new policy, please note that coverage will not be effective until we receive your first premium payment.							
Mode (choose one):	Monthly	Quarterly	Semi-Annual	☐ Annual			
Payment Date (choose one):							
☐ Draft/charge on policy effective date and on same modal date thereafter (default if no selection made)							
☐ Draft/charge on specific day of the month (1 to 28) and on same modal date thereafter*							
Check this box if the 1 <sup>st</sup> or 3 <sup>rd</sup> was selected above and the draft/charge is linked to your monthly Social Security deposit**							
☐ Draft/charge on the 2nd, 3rd, or 4th Wednesday of every month based on the payor's birthdate**							
(DOB:		)					
Birthdates: 1st to 10th (second Wednesday), 11th to 20th (third Wednesday), 21st to 31st (fourth Wednesday)							
* For a new insurance application, the initial draft/charge date must occur within 35 days after the application is signed. For an existing policy, this form must be received at least 7 days prior to the requested draft/charge date, otherwise the draft/charge will begin the following month.							
** Note: For these selections, if the date you selected falls on a weekend or holiday, deduction will be on prior business day. All other selections, if draft/change date falls on a weekend or holiday, deduction will be on next business day.							

- Can draft same day each month 1<sup>st</sup> 28<sup>th</sup> OR align to deposit date for Social Security recipients. Please review options shown above and in next slide for more information.
- Only EFT (bank draft) selections will qualify for advances, other options pay as earned only. Please review the terms of your advance addendum, if applicable.



# **Social Security Billing**

- We are able to align payment dates for Social Security recipients to draft on the same day as the client receives
  their deposit, even if that is a non-business day. This billing option has been added to the payment form for all
  New Vista application types. To select this option, please be sure to check the box indicating the payment is
  linked to a Social Security deposit. For these selections, if the date you selected falls on a weekend or holiday, the
  deduction will be on the prior business day.
- Social Security recipients can select a recurring draft day, such as the 1st or 3rd, or Wednesday billing (2nd, 3rd, or 4th Wednesday of every month based on the Payor's birthdate). Birthdates: 1st to 10th (second Wednesday), 11th to 20th (third Wednesday), 21st to 31st (fourth Wednesday)
- For a new insurance application, the initial draft/charge date must occur within 35 days after the application is signed.
- Acceptable card payments are: Debit Visa or Mastercards tied to bank accounts or Direct Express debit MasterCard.



# **Enter Payment Details**

Premium Payment Accountholder's Name: Important! (Enter Name exactly as it appears on the account.) First Name Ann On policy effective date = Draft immediately and Middle Initial W recur same day each month thereafter. Last Name Louise Address on the account: State Louisiana On Specific day of the month = 1st-28th and on same Street Address 2229 Suwanee Dr modal date thereafter ✓ Matched street and city and state Marrero Based on Payor DOB = 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> Wednesday based Zip Code 70072 - 4930 on payor DOB\* Relationship to Insured \*Birthdates: 1st-10th (2nd Wednesday) PREMIUM PAYMENT DATE 11<sup>th</sup>-20<sup>th</sup> (3<sup>rd</sup> Wednesday) Payment Date (choose one): 21st-31st (4th Wednesday) On specific day of the month ( Your Payment Date selection is: Draft/charge on policy effective date and on same modal date thereafter. Bank Name Citi Bank Please double-check account number to avoid Routing Number 021000021 rejected charges. Account Number 420012589855 Account Type: Checking ( Savings (



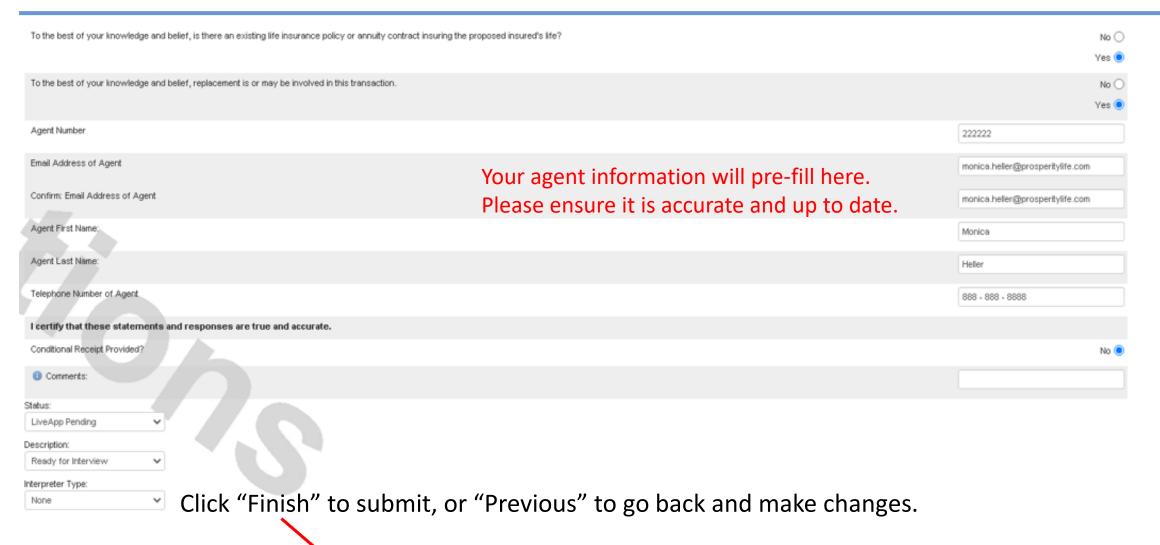
# **Enter Beneficiary Information**

LiveApp allows up to 3 Primary and 3 Contingent beneficiaries to be collected with Application. Have more? Contact Customer Service to add/modify after policy is in force.





# **Agent Certification**



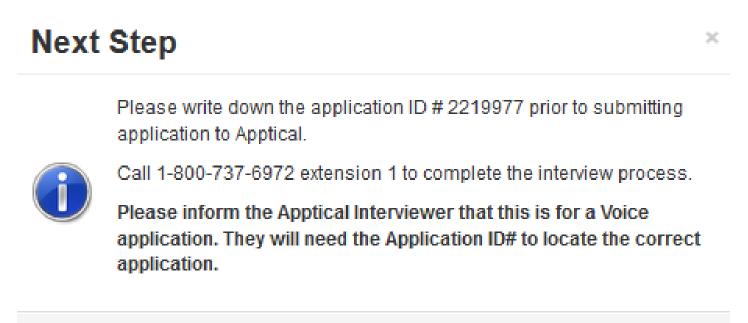


Previous

Finish

# **Call to Apptical & Voice Signatures**

3 way/conference call to Apptical and provide the App ID number to the interviewer. They'll take over from here and guide your client through the rest of the process.





# **Personal Health Interview & Voice Signatures**

\*\*Agents: Please remain quiet during the interview - do not coach or interject, particularly throughout the medical portion.\*\*

### What to expect during the Apptical interview:

- The agent and the proposed insured need to stay on the line for the **entire call**; If there is a separate owner, that party must also be on the line.
- Apptical will validate some of the LiveApp entries with the agent and the client.
- Apptical will ask the proposed insured if they have received the documents and disclosures (if not, they will play recordings of the agreements and disclosures during the call where required by the company or state law).
- Apptical will ask all of the application medical questions and will run the MIB and the prescription checks.

# **Personal Health Interview & Voice Signatures**

- Apptical will convey the underwriting decision based on the responses and the MIB and Rx history results; in some cases Apptical will first re-ask certain medical questions based on MIB and Rx history results.
- If the underwriting decision results in a different plan offering than the plan selected during LiveApp,
   Apptical will run a new quote and face amount can be adjusted if needed.
- The proposed insured, owner (if separate owner), and agent will voice sign the application and required agreements, authorizations, and disclosures.
- The completed application will be electronically sent to the Home Office for processing.
- Routine audits of the business will be conducted and you may expect some cases to be pulled back for home office review, even after the decision is given through the interview process.
- The owner will receive copies of the completed signed application paperwork with the policy when issued. The owner should be instructed to review it carefully.



Upon request, agents may also utilize the Remote E-app through the Apptical LiveApp portal - https://web.apptical.com/LiveApp/Login

This process uses the HelloSign e-signature process with a remote signer (by telephone call) using LiveApp, where the agent is not face to face with the applicant.

The requirements for the client include an email address and a smartphone or internet access.

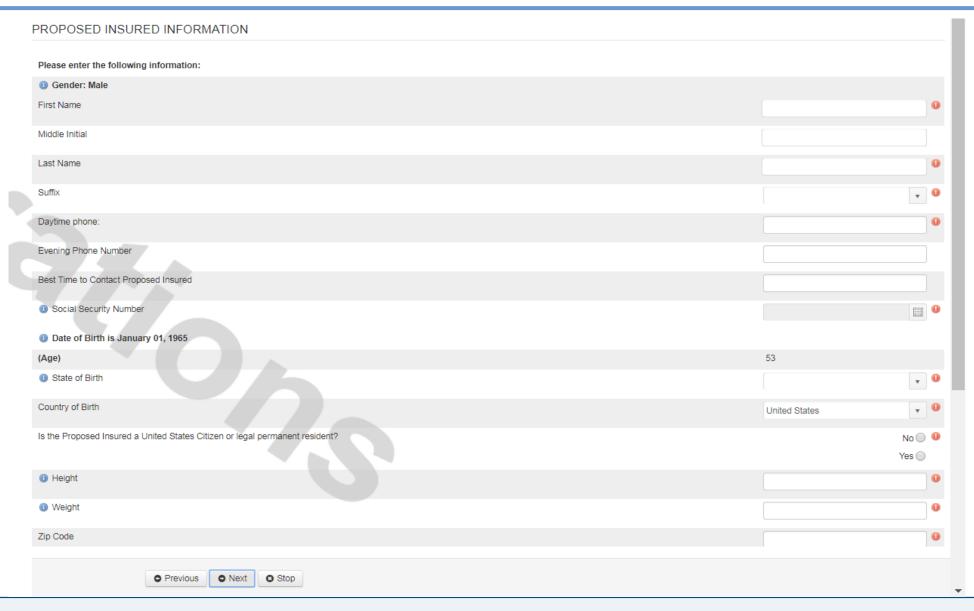
This application is completely paperless and does not require an Apptical phone interview.

While speaking with your client on the phone, log in and select New Application from the menu at the top, then Prosperity, and New Vista Remote E-app.

Just fill in the required information based on responses from your client and click "Next." At any point in time, you can "Stop" and finish it later. The application can remain in Pending status for up to 3 days. At that time it will be Closed-Incomplete and cannot be re-opened.



# **Proposed Insured Information**





The client will receive a link to the completed documents by email for review and signing.

This occurs in 2 phases -- the authorization needed to begin the MIB and Rx history request, and then the completed application package.

The first e-signature event is the health records authorization form. This will be sent to the client automatically. The agent will see a message saying 'Waiting for applicant name'. This means that an email has been sent to the applicant and the agent is waiting for the applicant to electronically sign the document.



The applicant will receive an email. This email can be sent to any device. The applicant clicks on the blue 'Review & Sign' button and is presented with the document to review and sign. The Content of the

email will look similar to this:



Once the applicant e-signs the document, the agent will see this:



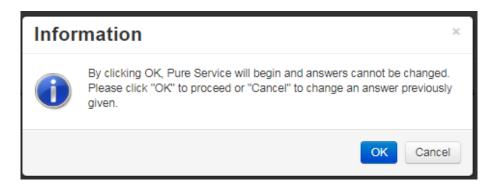
# **Review Health Questions with Applicant**

## Please be sure to ask the health questions exactly as they appear on the screen.

#### HEALTH INFORMATION - Part A Q1-2 Is the Proposed Insured currently or in the last 30 days been: hospitalized, committed to a psychiatric facility, confined to a nursing facility, receiving hospice or home health care, confined to a wheelchair due to a disease, or waiting for an organ transplant? Yes Does the Proposed Insured currently require human assistance or supervision with eating, dressing, toileting, transferring from bed to chair, walking, maintaining continence or No 💿 🕕 bathing? Yes HEALTH INFORMATION - Part A Q3a-3c Within the past 12 months has the Proposed Insured: Been advised by a member of the medical profession to have a diagnostic test (other than an HIV test), surgery, home health care or hospitalization which has not yet started, No 💿 been completed or for which results are not known? Yes 🔘 Used or been advised by a member of the medical profession to use oxygen equipment for assistance in breathing (excluding CPAP or nebulizer)? No 💿 🕕 Yes Had or been advised by a member of the medical profession to have Kidney Dialysis? No 💿 🕕 Yes



# **Getting the Decision**



#### PURE EVALUATION

Thank you. Click NEXT to see if there are additional questions. This step should take approximately 1-2 minutes to complete.

#### PURE DATA RESULTS

NOTE: If PURE Data Results are not rendered due to a service outage, please do not proceed with application. Click STOP and select LiveApp Pending User Action status. Contact Home Office for assistance.

#### Ms. Dawson

The following pertains to the data results of the case:

The proposed insured is eligible for the Level plan.



Decision is provided, OR if a decision is unable to be rendered, you will be notified of such.

# **Confirm Policy Information Provided**

#### CONFIRM POLICY AMOUNTS

To confirm: the policy amount is \$10000.00 and the Premium amount is \$40.12. Would you like to continue?



Yes (

NOTE: To keep the same premium amount select the Application tab and select Rate Calculator. Enter the Premium amount and Calculate for new Face Amount. Make sure to select the new Eligibility level.

If the client has been downgraded to a Modified or Graded Plan, explain to them how this will affect the benefits for non-accidental death benefits in the first two years.

If Client wants to increase or decrease the Face Amount in light of the underwriting decision, select "No," then Rate Calculator in the Application menu and make the desired adjustments.

Then, it will ask you to confirm the new policy amount. Select "Yes" then continue.

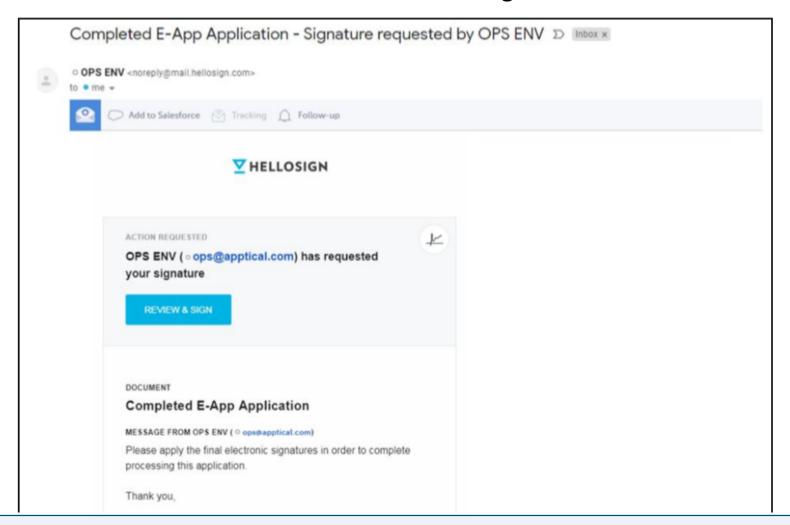
The next page will capture Beneficiary info, followed by the Premium and Billing details, and finally the Agent Certification page.

# **Submit the Completed E-application**

Upon completion of the entire application, the agent will close the application as Pending E-Signature status.



The applicant will receive another email to review and sign the final document. All other signers, including the agent will receive an email as well to review and sign the final documents.

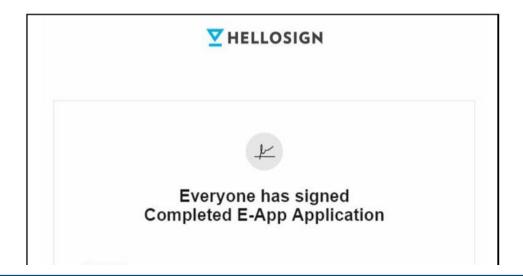


# **Important:**

Explain to the client what they are getting and ask them to review it and ask any questions they have.

Tell the client to review the completed application carefully to ensure answers were recorded properly, including in particular, the answers to the health questions.

There is a final email sent to all signers that the e-signature event has been completed.



#### What to expect during the Remote E-Application Process:

- Agent will validate the E-app entries with the client.
- The system will conduct a customer identity validation check. Notification will be given if additional ID documentation is required.
- Agent will ask all of the application medical questions and the E-application will run the MIB and the prescription history checks.
- Agent will convey the underwriting decision based on the responses and the MIB and Rx history results; in some cases the Agent will first re-ask certain medical questions based on MIB and Rx history results.
- If the underwriting decision results in a different plan offering than the plan selected, Agent will run a new quote.
- The proposed insured, owner (if separate owner), and agent will electronically sign the application and other required documents and disclosures via HelloSign.
- Replacements are available client will be asked to review and sign the state-required replacement notice.
- The completed application will be electronically sent to the Home Office for processing.
- The owner will receive copies of the completed signed application and other documents and disclosures with the policy when issued. The owner should be instructed to review it carefully within the first 30 days and to contact the agent (or S.USA) if there are any questions or concerns.

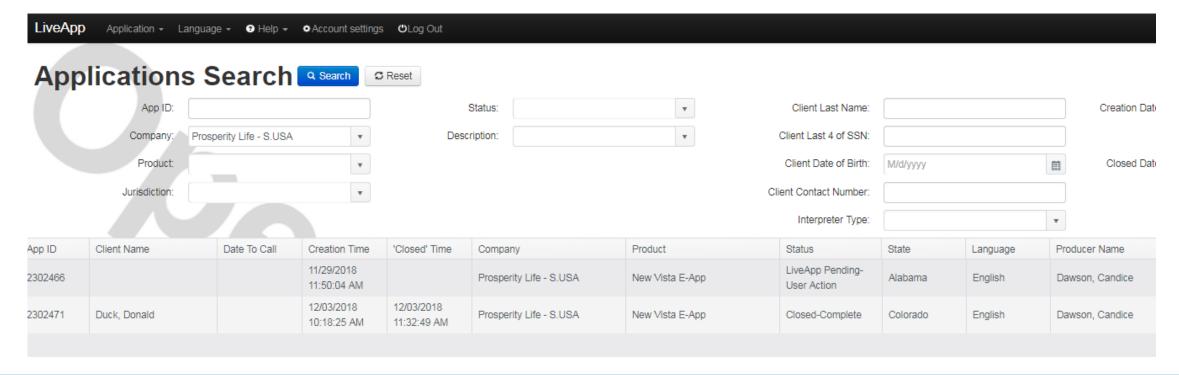


# **Search Your Applications**

From Application Menu, select "Search Applications"

You must choose at least one filter option. Selecting the "Company" (Prosperity Life – S.USA) will display all of your applications. They are listed in date order, most recent are at the bottom.

To continue an application, click on the application and click "Conduct" on bottom of screen or double click to go right into the application.



# **Other Important Information**

Summary of coverage only. Refer to the policy and riders for applicable exclusions, and limitations, including death benefit reduction first 2 policy years for graded and modified plans, suicide exclusion and 2 year contestability period for health history misrepresentations made in the application. **You must disclose all exclusions and limitations to the client**.

S.USA does not provide tax advice. Clients should be advised to consult their tax advisors on specific tax questions.

Product issued by S.USA Life Insurance Company, Inc., a member of the Prosperity Life Group. Not licensed in all states. All guarantees are based on the financial strength and claims paying ability of S.USA.

Policy Form #'s ICC16FELPUECS16, ICC16FEGPUECS16, ICC16FEMPUECS16 and state specific versions, where applicable. Not available in all states. Terms may vary by state.

# **Questions?**

# Contact Agent Support at 866-380-6413 agentcare@prosperitylife.com