



Guide to processing new individual insurance business

Life insurance • Critical illness insurance • Disability insurance

From submitting the application
to delivering the policy

NEW. BUSINESS. NOW.

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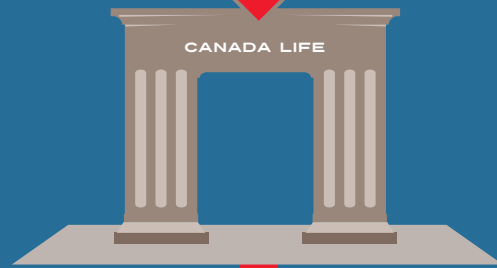
Your guide to processing new insurance business with Canada Life.

Get started. Set preferences.

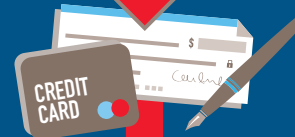
STEP 1 Complete application



STEP 2 Submit application



STEP 3 Submit initial payment



STEP 4 Order evidence



STEP 5 Risk assessment and underwriting decision



STEP 6 Deliver policy



Get started. Set preferences.

Setting preferences is critical to get the full benefit of the New Business Now experience, whether you complete paper or web applications. Advisors and their delegates choose how and when to receive updates on pending business, and options like who will order medical evidence – the insurance carrier (Canada Life) or the advisor (or their delegate). Preferences only need to be set once but can be adjusted at any time.

There are two aspects to preferences:

Advisor settings – Customized settings called **advisor settings** appear in the online New Business Now insurance application.

- Choose who orders evidence:
 - Select **Insurance carrier** and required medical evidence will be ordered by Canada Life.
 - Select **Advisor** if you or your office orders medical evidence for you.
- Choose whether cross-sell offers are displayed: By selecting **Yes**, cross-sell product offers will display for clients who receive an instant decision offer on an application.
- Settings for language, province and commission account can be completed once, reducing the need to complete this information for every application.
- Multiple commission accounts can be added in advisor settings if there are separate accounts or if business is split between other advisors.

Notifications – How communications will be received when an application is pending.

- **Daily** emails provide an update on applications where there has been activity.
- **Weekly** emails provide an update on outstanding requirements for pending or issued, but not yet placed, applications.

How to set preferences

1. Sign in to Canada Life *RepNet™*.
2. From the left navigation panel select the link to **New Business Now insurance application** (web application) under **Online services**.
3. On the New Business Now **Home** page select **Preferences**.
4. Select **Advisor settings** or **Notifications**.

Tips

- ✓ Delegate access will continue to be managed through Distribution Methodology – distribution_methodology@canadalife.com
- ✓ Notifications can be sent to multiple email addresses – there's no limit on the number.
- ✓ Notifications can be set exclusively for a single application by providing email addresses in the advisor report in addition to what is already set up in preferences.
- ✓ If changes are made to preferences they will apply to all pending applications and new applications going forward.
- ✓ Cross-sell offers are only available when all insureds receive an instant decision offer. Cross-sell offers are only available for life or critical illness insurance products and are subject to product and ownership restrictions.

Step 1 Complete application

- Choose web application or paper application.
- Complete the insurance application and any additional forms with the client.

Web application:

- Combined application for life, critical illness and disability insurance – long form or short form with tele-interview or paramedical.

How to access the web application

1. Sign in to *RepNet*.
2. From the left navigation panel select the link to **New Business Now** insurance application (web app) under **Online services**.

Tips

- ✓ Web app can only be accessed when connected to the internet.
- ✓ The quote, client details and advisor report sections of web app can be pre-populated before meeting with the client.
- ✓ Partially complete web apps can be saved and accessed at a later date.
- ✓ In the event the web app is referred to an underwriter and an attending physician statement (APS) is required, have the insured sign the authorization form (F20 BIL) to save a return trip to the client.
- ✓ All client authorizations in web app, through electronic signature or modified click wrap, must be completed by the client.
- ✓ Cover letters submitted with applications should only provide information not captured within the web app. Duplicate or unnecessary information can slow down the process.

Paper application:

- *Combined application for life, critical illness and disability insurance (17-8908)* – long form or short form with paramedical
- *Application for life insurance (17-8921)*
- *Tele-application for life, critical illness and disability insurance (17-8909)*

How to access the paper application

Paper applications can be printed from *RepNet* or obtained from Canada Life. Applications printed from *RepNet* are assigned a unique application number. Duplicates and copies of an application should not be made.

How to access supplementary forms

Supplementary forms can be printed from *RepNet*.

Tips

- ✓ For ease of completion, sections dedicated to a particular product are colour coded but the entire paper application must be submitted.
- ✓ Corrections to the paper app must be initialed by the policy owner. Corrections to health questions must also be initialed by the insured. Liquid corrector is not permitted.
- ✓ Cover letters submitted with applications should only provide information not captured within the paper application. Duplicate or unnecessary information can slow down the process.
- ✓ Use black or dark ink (avoid coloured pens).

- ✓ If you're looking for a preliminary underwriting assessment, please email your inquiry:
 - For life and critical illness: LifeClinquiries@canadlife.com
 - For disability insurance: Dlinquiries@canadlife.com

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Step 2 Submit application

- Review the application and submit to the new business team.

Web application

What to look for when submitting

Prompts provided throughout the process:

- A green checkmark means information for that section has been completed.
- A yellow yield status means a tab or screen has been skipped without capturing data.
- A red exclamation mark means information is missing. All mandatory information must be completed to continue with the application.

Submitting an application, supplementary forms and other requirements

- Before submitting the web app, supplementary forms and other requirements can be attached and submitted electronically. Supplementary forms and other requirements submitted must reference the **application number**.

Paper application

What to look for when submitting

Ensure the following is included:

- Advisor number and complete advisor report.
- Client name, date of birth, address and any other client information requirements for anti-money laundering and compliance.
- Type of coverage and type of product noted on either the combination product pages (17-8910), life insurance only product pages (17-8927) or the illustration. The product pages or illustration should be submitted with the paper app.
- Client signature(s)

The new business team will send a notification to the email address provided in the preferences settings and/or the advisor report if there is any missing or incomplete information.

Submitting an application, supplementary forms and other requirements

- Attach any supplementary forms and other requirements to the paper app. Remember to reference the application number on all paperwork.

1. In web app, select the **Advisor report** tab.
2. Select **Other requirements** from the left navigation panel. Other requirements include:
 - a. Signed illustration (participating and universal life insurance only)
 - b. Underwriting requirements
 - c. Miscellaneous documents
3. Select **Upload File** for each file submitted with the web app.
4. Choose **Select File** to attach the file. Browse to the folder where the file is saved and select the file to upload.
5. Other requirements can also be mailed instead of scanned and attached electronically.
 - Send paperwork in a full-sized envelope, do not fold. For privacy and confidentiality reasons, it is recommended that all mail within the courier package be enclosed in an envelope.
 - Send individual life and living benefits new business documents to the following address:
 Canada Life New Business
 T-019
 255 Dufferin Avenue
 London ON
 N6A 4K1
6. To submit the web app to the new business team, select **Submit** and the web app is complete.

Tips

- ✓ Minimum quality of 300 dpi is required for all scanned documents attached as part of the web app.
- ✓ All attached documents should be in PDF (portable document format) or TIF (tagged image file) file format. Maximum individual file size is 100 MB.
- ✓ Your office will receive an electronic copy of the web app after it has been submitted and a copy will be available on *RepNet*.

- Send the paper app and other paperwork in a full-sized envelope, do not fold. If using a courier, it is recommended that all mail within the courier package be enclosed in an envelope. Where initial payments are also being submitted with the paper application (refer to **Step 3**), attach the payment to the application.
- Send individual life and living benefits new business applications to the following address:

Canada Life New Business
 T-019
 255 Dufferin Avenue
 London ON
 N6A 4K1

Tips

- ✓ Confirm that the required information on the paper app is complete and legible prior to submission otherwise processing may be delayed.

Step 3 Submit payment

- If the conditions to qualify for temporary or conditional insurance are met, collect payment (1/12th of the annual premium is required) on submission of the application. If payment is not provided on submission of the application, payment will be required before the policy can be placed. Refer to **Step 6** for details on submitting COD payments.

Web application:

Initial payment types available

- Credit card (instant decision offers a maximum of \$500 monthly or \$6,000 annual premium, **initial payment only**)
- Online banking
- Cheque / money order
- One-time electronic funds transfer (EFT)
- Internal transfer of funds

Submit payment

For credit card, online banking, one-time EFT and internal transfer of funds payments, the web app will capture all required information for the payment; no additional paperwork is required.

For cheque or money order payments, the payments should be attached to the supplementary page provided in the insurance application summary report. Attaching the payment to this page provides the needed information, including:

- Company name
- Advisor name
- Application date
- Application number

Tips

- ✓ For faster payment processing on web applications, remember to attach the cheque / money order to the last page of the insurance application summary report.
- ✓ To pay by one-time EFT, clients will need to provide an account number, bank code and branch transit number.

Paper application:

Initial payment types available

- One-time EFT
- Cheque / money order
- Internal transfer of funds

Submit payment

Details required for one-time EFT or internal transfers of funds payments are captured within the paper application; no additional paperwork is required.

To submit an initial premium payment paid by cheque or money order, note the application number(s) on the reverse side of the cheque / money order and attach the payment to the paper application. Refer to **Step 2** for instructions on how to send paperwork to the new business team.

Tips

- ✓ For faster payment processing on paper applications, remember to include the application number on the back of the cheque / money order.
- ✓ To pay by one-time EFT, clients will need to provide an account number, bank code and branch transit number.

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| <ul style="list-style-type: none"> ✓ If the insured does not qualify for temporary or conditional insurance, payment will not be refunded until a final decision is made. ✓ The client will be sent an insurance application summary by email or mail. A copy of this insurance application summary report will also be sent to the email address provided in preferences. ✓ If a premium submitted with an application is returned by the client's bank, a notification email will be sent by Client Cash Management to the email address in preference settings. The client will receive a separate letter advising them that their payment was returned. As stated in the insurance application summary, in this scenario, the client is not covered for temporary or conditional insurance. | <ul style="list-style-type: none"> ✓ If the insured doesn't qualify for temporary or conditional insurance, payment will not be refunded until a final decision is made. ✓ If a premium submitted with an application is returned by the client's bank, a notification email will be sent by Client Cash Management to the email address in preference settings. The client will receive a separate letter advising them that their payment was returned. As stated in the insurance application summary, in this scenario, the client is not covered for temporary or conditional insurance. |
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Step 4 Order age and amount evidence

- Order underwriting requirements and collect other requirements.

Order medical evidence

For both the paper and web app there are three options for ordering medical evidence:

1. Choose to have Canada Life order evidence by selecting **Insurance carrier** on the web app, or select **Head office** on the paper app.
2. If you or your office orders your medical evidence for you, select **Advisor**.
3. Choose to order your own medical evidence by selecting **Advisor** and indicate which vendor you'll be working with on the application.

Canada Life will continue to order attending physician statements, inspection reports and motor vehicle records.

Complete the following steps to order medical evidence requirements:

1. Select a paramedical facility or examiner. An approved list of paramedical underwriting vendors can be found on *RepNet*.
2. For the web app, the medical evidence requirements will be identified in the advisor report. For paper apps, an age and amount reference chart or the illustration is available to help determine initial medical evidence requirements.
3. Arrange the medical evidence test by contacting the paramedical facility or examiner through their preferred line of communication. They'll need the following information:
 - Application number
 - Insured's date of birth
 - Insured's coverage
 - Preferred location to meet with the insured
 - Insured's contact information (phone number and address)

Other requirements

The new business team may also require non-medical underwriting evidence and other requirements. These requirements can be mailed or faxed to new business:

- Address: Canada Life New Business T-019, 255 Dufferin Ave., London ON N6A 4K1
- Fax : 1-800-501-6669

Tips

- ✓ For a preferred paramedical facility, or for specific client requirements, (e.g. language) select **Advisor** for ordering medical evidence requirements to ensure unique needs are met.

For faster processing

- ✓ Encourage clients to make themselves available to the medical vendors in a timely fashion
- ✓ If an attending physician's statement is required, ask clients to follow-up directly with their doctor to respond to the request.
- ✓ Paramedical brochures are available to help clients prepare for the process.

Step 5 Assess risk and make underwriting decision**Web application**

An instant decision is available on the web app depending on the information contained in the application and when there are no other age and amount requirements. Instant decisions are only eligible for applications within the following premium amounts, ages and for standard risk and insurability:

- For life insurance:
 - under \$100,000, up to age 55
 - under \$250,000, up to age 45
- For critical illness insurance: \$50,000 and under, up to age 50
- For disability insurance: \$1,500 and under (monthly income benefit), ages 18-60 (no FEPO/FIO or FSP riders)

If the insured does not receive an instant decision, the application will undergo further risk assessment before a decision can be provided. It's important to note that an instant decision will be referred to an underwriter delaying the issue of the contract, if additional comments are included in the advisor report.

Paper application

When the paper application is received it's entered into the system. Based on all the answers to all the questions the system will determine whether the application can be processed automatically or needs to be reviewed by an underwriter.

Receive notifications

Based on preference selections made in New Business Now, status updates will be provided while the application is in underwriting.

- **Daily** activity email – Indicates that requirements have been received, new requirements are needed and / or application status updates. Daily emails are sent Monday to Friday, during evening hours.
- **Weekly** summary email – Summary of all pending applications provided at the end of each week. The communication will outline the application status and any outstanding requirements. Weekly emails are sent over the weekend.

The **status of a pending application** can be checked at any time using New Business Now.

1. From the **New Business Now insurance application** Home page select **Search** for pending applications.
2. Select from the two search choices: **Applications not submitted** (web apps only) and **Submitted pending applications** in underwriting.
3. Select criteria from the drop-down menu to identify the application or select **All** to view all submitted pending applications.
4. Select **Go**.
5. Then select the application ID number to access the pending **Inquiry information**.

The underwriting decision

Possible decision outcomes include:

Standard	Gold, silver, platinum, silver plus and diamond plus for term policies and term riders on universal life and permanent policies	Modified on living benefit policies for extra premium(s), exclusion rider(s), and/or changes to the benefit period or Sub-standard on life policies for rating(s), flat rate extra(s) and/or exclusion rider(s)	Decline	Postpone
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Standard, gold, silver, platinum, silver plus and diamond plus decisions proceed directly to policy issue and notification of decision will be sent in daily or weekly email communications.

When there is an adverse decision regarding an application, the Canada Life underwriter will contact you with the reasons for the decision. In the following situations the decision will be communicated and the policy will be issued immediately.

- Life insurance – rating of 175 per cent and less, post Astra
- Disability insurance – 125 per cent
- Critical illness insurance – ratings of 175 per cent and less

In other situations, offers will be sent to determine whether or not the client wants the policy issued.

An offer is sent to the advisor for:

Life insurance:

- Life insurance policies where the rating is 200 per cent or higher, post Astra

Disability insurance:

- Disability policies rated at 150 per cent or higher as this results in the deletion of riders (FIO, COLA) and causes a reduction in the benefit period
- Non-cancellable insurance was applied for but cancellable is being offered
- Any case where there is a combination of a rating and exclusions which will result in a reduction in the benefit period or the decline of riders

Critical illness insurance:

- Critical illness policies where the rating is 200 per cent or higher

When offers are made the new business team will notify you of the decision and Canada Life new business team will wait seven calendar days for a response to either:

- Issue the contract
- Issue the contract on a different basis than applied for
- To not issue, and close the client file

If the new business team does not receive a response, the policy will be issued as communicated.

Step 6 Deliver the policy

Once a decision has been made the policy will be issued. For associated policies and combination applications the policies may be received at different times.

For all decisions, after meeting with the client:

- If the client chooses to accept on a different basis than applied for, return the policy to the new business team for **re-issue**.
- If the client chooses not to accept the policy as issued, return the policy to the new business team to be handled as **not taken**.

A policy package which will include:

- Advisor summary – a high level summary of the policy as well as outlines any placing requirements
- Policy
- Acknowledgement of policy received (AOPR) – must be signed by the owner(s) and the insured(s) to confirm receipt of the policy, to agree to any amendments and/or exclusions and to confirm no change to insurability

<p>Policy will be automatically placed and contract issued when</p>	<ul style="list-style-type: none"> • Evidence is less than 90 days old • There are no application or contract amendments, and • Signed illustration matching the decision was received for universal life and participating life insurance policies, and • Initial payment was received
<p>Policy will not be automatically placed and contract issued when</p>	<ul style="list-style-type: none"> • Evidence is older than 90 days, or • There are application or contract amendments, or • Signed illustration matching the decision is outstanding for universal life and participating life insurance policies , or • Policy is COD <p>If any of the above apply, payment, updated illustration (if applicable) and the signed AOPR are required to place the policy.</p>

The AOPR and/or other placing requirements can be mailed, emailed or faxed to new business:

- Address: Canada Life New Business T-019, 255 Dufferin Ave. London ON N6A 4K1
- Email: policyplacing@canadalife.com
- Fax: 1-800-501-6669

Note: A signed AOPR should be sent to Canada Life for all policies, even those without delivery requirements.

Submit COD payments

Premium payment will be a delivery requirement on all COD applications. The following payment types are accepted:

- Cheque / money order
- Electronic fund transfer (EFT)
- Initial pre-authorized debit (PAD)

1. For cheque / money order, note the policy number on the reverse side of the payment. For EFT payments, if banking information was not completed on submission of the application, complete the EFT form (17-8213) located on *RepNet*. PAD information should be captured within the application.
2. Fill out the final section of the AOPR that outlines the amount of premium and the method of payment received.
3. Attach cheque / money orders or EFT forms to the AOPR. Submit to the new business team at Canada Life New Business T-019, 255 Dufferin Ave., London, ON N6A 4K1 or fax the placing requirements to 1-800-501-6669. (Original cheques must be received for policies to be considered **placed**).

