

## The Life of the Annuity Application

1. Obtain a product recommendation and illustration (optional) by calling Imeriti. You may also visit the rate sheets on our website [www.imeriti.com](http://www.imeriti.com), under 'Rates'
2. Obtain the application from [www.imeriti.com](http://www.imeriti.com)
  - Under Quick Links – Click Get forms; indicate state the application will be **signed in**; insurance carrier; product; and product name. The forms highlighted in yellow will be the mandatory forms. Read through the additional supplement forms to add relevant forms for you clients (e.g. Replacement, Transfer, Trust, Elder Forms)
  - **Please call Imeriti if the applicant is NOT a resident of the agent's appointed state, as this will affect application materials needed**
  - ARE YOU LICENSED WITH THE CARRIER? If not, do you live in a sensitive state that requires you to become appointed prior to the solicitation of new business? Please call Imeriti to find out!
3. Complete the application.
  - IF you have questions please call Imeriti.
  - READ AND COMPLETE ALL QUESTIONS – carriers will reject applications that are not fully completed.
  - Agents Report – Please identify yourself on the application by indicating your agent ID assigned by that particular carrier.
  - Make sure the client and agent both sign the signature page.
  - Please call Imeriti to find out which carriers take which form of payments (personal check is always recommended, some carriers do not accept cashier's/bank checks or money orders).
  - Pay attention to replacement questions regarding existing coverage –Imeriti always recommends completing the state Replacement form regardless of whether a replacement is taking place, as some states will require it either way.
  - Is this a transfer or 1035 exchange of funds? If so, the owner/annuitant info on the transfer form must match exactly how the existing account is set up at the other institution (i.e. it must be a "Like-to-Like" transfer)
4. **For New York Life applications ONLY:**
  - a. If you are affiliated with Imeriti through CFS, SPF, or Wedbush Morgan you may send the app directly to the carrier, with a fax copy to Imeriti: **866-592-7974**
  - b. If you are **NOT** affiliated with Imeriti through CFS, SPF, or Wedbush Morgan you must send the completed application to Imeriti (**mandatory**), and **NOT** directly to NYL.

**FedEx or UPS (recommended):**

Imeriti, Inc.  
Attn: New Business  
3723 Griffin Lane SE  
Olympia, WA 98501

**US Postal:**

Imeriti, Inc.  
Attn: New Business  
PO Box 889  
Olympia, WA 98507-0889

5. For ALL other annuity applications written by representatives with any affiliation to Imeriti, you should overnight the application materials directly to the insurance carrier to lock in the rate, and follow with a fax copy to Imeriti New Business: **866-592-7974**
6. Once the application arrives at Imeriti, it is entered into our system for follow up and a thank you email is sent to the agent, confirming we have received a copy of the app. The first follow up call to the carrier is set for one week from the date we received the copy. If your case requires special attention or immediate follow up, please indicate this on the fax cover page or by calling the Imeriti case manager.
7. The insurance company reviews the original application and determines any outstanding requirements, such as:
  - Questions or forms that were missed or incomplete
  - Answers that were crossed out but not initialed by the client. ANY time you make a change to an application:
    - Do NOT use White-Out
    - DO cross out the incorrect answer and have the client initial next to all changes
8. The Imeriti case manager completes weekly follow-ups with insurance carrier to determine any outstanding requirements, and then notifies the agent via email of any pending requirements or changes in case status. Friday case status summaries are sent out in addition to agent follow-up. Agents can view case status anytime by logging onto the Imeriti website (contact Imeriti for login info).
9. **If the case involves a transfer of funds** and the transfer is taking an excessive amount of time, Imeriti understands this can be very frustrating. Unfortunately there are three common impedances that prevent Imeriti from being able to contact the transferring institution to obtain transfer status or resolve any outstanding requirements:
  - The client's existing policy information is confidential, and may only be released to the parties involved in the original sale (i.e. client, original writing agent, backoffice of original writing agent)

- Imeriti does not have a relationship with the existing transfer institution (e.g. mutual fund institutions, variable annuity carriers, 401(k) plan administrators, or other life insurance companies that we do not work with)
- Many institutions have moved toward only releasing policy information to the client, and not even releasing information to the agent, backoffice, or incoming transfer institution. This is oftentimes done by the existing institution in an effort to conserve the business.

\*However, if the transfer is taking more than 20 business days, and Imeriti does have a relationship with the transferring institution, please contact the Imeriti case manager with a request that she contact the institution to help expedite the transfer.

10. Upon receipt of all outstanding requirements, the insurance company will then issue and mail the policy, which can take up to 2 more weeks.
11. Upon issue, the contract will be mailed to the agent. The agent schedules an appointment to deliver the contract to the client, and obtains a signed Policy Delivery Receipt (PDR). The PDR should be returned to the insurance carrier immediately.
12. *INFORCE*: policy begins earning interest and commissions are released to the agent
13. The client then has 30 days from the date the contract was delivered to review the policy and free look/cancel if they so desire. A written letter of instruction is required to cancel all policies.

**Please contact the Imeriti Annuity Case Managers with any questions on the new business annuity applications @ 800.921.3100 or [annuitynewbusiness@imeriti.com](mailto:annuitynewbusiness@imeriti.com)**