

GUIDELINES FOR NON-FACE-TO-FACE SALES

The following are guidelines to keep in mind for any sales that are not face-to-face.

Requirements:

- All products Term, UL, CI and Par
- No restrictions on face amount
- Witness to the application signing must be a disinterested party (not the owner, insured, payor or beneficiary)
- The advisor must be licensed in the province the application is signed by the owner
- Temporary Insurance Agreement is not an option

Process:

- The blank application and required forms are sent to the client and the advisor makes an appointment to call the client and go over and complete the application and forms. The client fills out the application and forms while on the telephone with the advisor. The client then signs the application and forms where applicable and has a disinterested third party who is present witness the application (cannot be beneficiary of the insured or the policy owner if not the insured).
- Alternately, the advisor will call the client and complete the forms/application over the phone, then send the completed application and forms to the client for signature and witness. Witness requirements are the same as above.
- The application and any necessary forms are then sent back to the advisor (no faxes allowed) via registered mail/courier (paid for by the advisor) regardless of whether the advisor or the client completes them while on the phone.
- The advisor then completes the advisor report and indicates the "application was a non face to face sale". The advisor sends the application through his/her MGA Head Office.
- ID verification will be required if the Equifax ID check conducted by Equitable Life fails. If this is the case, Equitable Life will contact the advisor with further instructions.

Non-Face-To-Face-Delivery

- At delivery time if the advisor cannot personally deliver the policy then it must be sent via registered mail or courier to ensure tracking and confidentiality.
- The advisor should call the client and explain what they will be sending, arrange a time to go through it and let the client know that this review needs to happen before the policy is in force. The package is to include the policy owner confirmation of Insurance Policy Delivery Form (form 1523).
- Once received, the advisor must call the client, review the contract with the client, and document the telephone review of the contract in his/her client's file. During that conversation the advisor must confirm that the client's insurability, including health, hasn't changed from the information provided during the application process.
- The advisor must ensure that the policyholder returns the delivery receipt and any other settling requirements to the advisor. Any signed documents can be sent electronically to the advisor. The advisor must keep the signed delivery form in their client file. The policy is not settled until all requirements including payment are returned to Head Office. The advisor can do this in the same fashion that they would after a face to face meeting.