



# Annuity How To Do Business Guide

## Insurance Processes & Procedures

### STEP 1: Broker Contracting

Contact: (844) 422-3375, Option 2, Option 3 / [annuitylicensing@highland.com](mailto:annuitylicensing@highland.com)

Broker must be registered, insurance licensed and appointed for the following states:

- The state the agent resides
- The state the application was signed

**Restricted States** – restricted means the broker must be registered, licensed and appointed prior to solicitation. These states are not the same as life states.

**Pre-licensing requirements:**

- 4 hour annuity specific training course
- Applicable product training course – carrier specific
- Proof of completion of the above courses is needed prior to solicitation

Paperwork is available via SureLC – HCB’s online contracting system (*please be sure to use the correct writing code on the paperwork*)

Paperwork can be submitted to HCB via SureLC

- HCB standard appointment review and submission to carrier 24-48 hours
- HCB standard follow up with carrier 5-7 business days

### STEP 2: Marketing Consultation & Resources

Contact: (844) 422-3375, Option 2, Option 1

Available Marketing Resources

1. Please contact the HCB Sales Desk at (844) 422-3375, Option 2, Option 1 (Sales Consultants) for the following:
  - Illustrations
  - Sales Support
  - Product Availability
  - Additional Marketing Needs / Requests
2. Annuity Rate Watch – accessed through [www.highlandbrokerage.com](http://www.highlandbrokerage.com) – Annuity Rates (provides fact sheets, interest rate updates, hot products, and new business forms). Rates subject to change. Call the National Sales Desk at (844) 422-3375, Option 2, Option 1.
3. [www.highlandannuity.com](http://www.highlandannuity.com)



### **STEP 3: New Business Forms & Application Submittal**

**Contact: (844) 422-3375, Option 2, Option 2 / annuitynewbusiness@highland.com**

- New Business Application Packets and Forms can be obtained through internal wholesalers or carrier websites.
- Application Package for 1035/transfers includes: application, replacement, transfer, suitability and any additional carrier product/state specific form or documentation (complete and obtain all signatures as needed).
- Application Package for Cash w/app includes: application, suitability, and any carrier product/state specific forms or documentation (complete and obtain all signatures as needed).
- Application Package needs to be faxed or emailed to Annuity Analysts prior to mailing to verify in good order (IGO). Once reviewed, we may give instructions to send direct to the carrier or submit to the carrier on your behalf if copies are accepted.
- Rate Locks are carrier specific (some carriers will accept a fax to lock in the rate).
- Rate Changes are carrier specific (may be obtained from your Sales Vice President)
- Premium check payable to carrier, if applicable.

### **STEP 4: Case Status & Issuance Of Policy**

**Contact: (844) 422-3375, Option 2, Option 2 / annuitynewbusiness@highland.com**

#### **Case Status**

- Pending case updates can be obtained from [www.highlandbrokerage.com](http://www.highlandbrokerage.com) or [annuitynewbusiness@highland.com](mailto:annuitynewbusiness@highland.com).

#### **Policy Issue**

- Dependent upon the carrier, policy type, and premium payment method, issuing time frames will vary.
- HCB will review application package within 24-48 hours and if IGO will submit the application package to the carrier 2 day express mail via FedEx.
- The Carrier will then review and acknowledge if paperwork is IGO.
- HCB will follow up with carrier within 3-5 business days after application has been sent.
- Once the carrier has approved the case and received funds, the carrier will issue the policy and mail the contract/policy directly to the agent in most cases (in some instances the policy will have to be mailed directly to the client).

### **STEP 5: Policy Presentation & Delivery**

- Broker presents the policy to the client. Broker submits outstanding delivery requirements/receipt directly to the carrier or [annuitynewbusiness@highland.com](mailto:annuitynewbusiness@highland.com).
- HCB forwards delivery requirements to carrier for case to be settled. HCB follows up with carrier to verify delivery requirements are received and IGO.



## Commissions Processes & Procedures

### AGENT COMPENSATION

- In most cases, the Carrier will forward agent level compensation directly to the agent or broker-dealer.
- Payment Methods will vary depending on the carrier.
- Commissions are paid daily, weekly, monthly, and quarterly depending on the carrier.

For commissions questions, please contact: [annuitycommissions@highland.com](mailto:annuitycommissions@highland.com)

### POST-SALE SUPPORT

Contact: (844) 422-3375, Option 2, Option 2

#### Available Resources

- Carrier websites or phone support for: ownership / beneficiary change forms, allocation changes, etc.
- Annuity Analysts

