



Annuity How To Do Business Guide

Insurance Processes & Procedures

STEP 1: Broker Contracting

Contact: 844.422.3375, Option 2, Option 3 / 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—Highland's online contracting system (*please be sure to use the correct writing code on the paperwork*)

Paperwork can be submitted to Highland via SureLC

- Highland standard appointment review and submission to carrier 24-48 hours
- Highland 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 National 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—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.highlandbrokerage.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 annuitynewbusiness@highland.com 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 assigned case manager, www.highlandbrokerage.com or annuitynewbusiness@highland.com.

Policy Issue

- Dependent upon the carrier, policy type, and premium payment method, issuing time frames will vary.
- Highland 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.
- Highland 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.
- Highland forwards delivery requirements to carrier for case to be settled. Highland 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: commissions@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

