



Our Customer Service

# PLEDGE



**HIGHLAND**  
CAPITAL BROKERAGE

# Sales Support



## Sales Support Service Level Agreements (SLAs)

Service	Timing	Notes
Basic quote request	Within 1 business day	<ul style="list-style-type: none"> <li>Includes simple requests such as Term spreadsheets, GUL designs, etc.</li> <li>Desired TAT is same day, but longer cycle times are possible depending on volume.</li> </ul>
Non-routine quote request	Within 2 business days	<ul style="list-style-type: none"> <li>Includes non-basic designs such as supplemental retirement, loan rescue, asset maximization, etc.</li> </ul>
Comprehensive Case Design	Within 4 business days	<ul style="list-style-type: none"> <li>Includes policy review and analysis, detailed positioning and recommendation, illustration, client-use presentation piece(s), etc.</li> </ul>
Forms request fulfillment	Within 4 hours	
Phone calls	Within 4 hours	
Email communication	Within 1 business day	
In Force Ledger Request	Transmitted within 1 business day	<ul style="list-style-type: none"> <li>Though HCB will submit written request to issuing company within 1 business day, actual TAT for receipt of IFL from issuing carrier varies from company to company and is beyond HCB's control.</li> </ul>

Last revised 3/20/20

# Broker Contracting



## Broker Contracting Service Level Agreements (SLAs)

Service	Timing	Notes
Contracting paperwork received (with new business OR a preappointment state - in good order)	processed within 24-48 hours	Paperwork is processed and submitted to the carrier for approval.
Contracting paperwork received (without new business – in good order)	processed within 2-4 business days	Paperwork is processed and submitted to the carrier for approval.
Contracting status checks (with new business OR a preappointment state)	within 24-48 hours	Reference our system to confirm if producer appointment is active. Reconfirm with carrier if appointment is older than 2 years.
Contracting status checks (without new business)	within 2-4 business days	Reference our system to confirm if producer appointment is active. Reconfirm with carrier if appointment is older than 2 years.
Contracting requirements sent to producer (with new business OR a preappointment state)	within 24-48 hours	SureLC Instructions or carrier contracting paperwork sent to producer. Requests for state licenses, E&O, banking information or CE sent to producer as needed.
Contracting requirements sent to producer (without new business)	2-4 business days	SureLC Instructions or carrier contracting paperwork sent to producer. Requests for state licenses, E&O, banking information or CE sent to producer as needed.
Appointment Confirmation Details Received from Carrier	within 72 hours	Producer agent writing code, effective states, effective dates and lines of authority entered into our system.
Agent of Record / Broker Dealer Changes (in good order)	2-4 business days	Paperwork is processed and submitted to the carrier for approval.
Not in Good Order Requirements Received from Carrier	within 24-48 hours	Requirements submitted to carrier or requirements requested from producer, if needed.

# Broker Contracting



Vocicemail Messages	within 24 hours	Messages received during business hours. Messages received outside business hours will be returned the following business day.
Enter New Agent Records	within 24-72 hours	Producer contact record created.
Create Agent Website Access	within 24-72 hours	Login credentials are created, activated and sent to producer.
Carrier Follow-ups for Appointment Status	within 7-10 business days	Will follow up with the carrier to check on appointment status. *Carriers have notified HCB Contracting the normal turnaround time is 7-10 business days*

Last revised 04/30/2020

# New Business and Underwriting



## New Business & Underwriting Service Level Agreements (SLAs)

Service	Timing	Notes
Application Received	Entered by NBA within 24 hours	
Initial Review and Scrubbing by CM	Notification sent to Agent within 24-36 Hours of initial communication from NBA Team	In good order (IGO) app is sent to the carrier via PaperClip. If not in good order (NIGO) agent/SVP notified application received and unable to send to the Carrier
Requirement Follow up	At least every 5 business days, or more frequently if necessitated by the carrier or vendor requirements, requests or receipt.	Updates are delivered by system memos
Status	Every 5 days	Agent and Carrier outstanding requirement review and communication
Policy Issue	Upon receipt of the final offer, every other day follow up with carrier until the policy is received	
Policy Delivery	Within 24 hours upon receipt and routinely processed the same day	Policy received in Birmingham Corp. Office – CM reviews policy for accuracy, adds requirements and prepares memo for mailing to agent.
Delivery Requirements	CM follows up with Agent every 5 business days until received	Collection of the delivery requirements
Inforce confirmation	3 business days following receipt of delivery requirements and sent to carrier	Memo sent to Agent
Quick Quotes	3 business days	Client information received, submitted to carrier and QQ from Carrier received
Underwriting File Summary	Within 2 business days	Exception for extraordinarily long records, and multiple impairments
Email communication	Within 1 business day	Return calls
Phone calls	Within 4 hours	
APSS	<ul style="list-style-type: none"> <li>• APS order made within 1 business day of it being requested.</li> <li>• CM follows up on APS at least every 5 business days, more frequently if copying is scheduled to occur within 24 hours</li> </ul>	HealthPort, Mayo Clinic, Kaiser, etc. all have notable delays as part of their process

Last revised 3/20/20

# Life & Annuity Commissions



## Life & Annuity Commissions Service Level Agreements (SLAs)

Service	Timing	Notes
Payment Received from Carrier	3-5 business days after statement date	<ul style="list-style-type: none"> <li>• Most carriers pay on Mon/Fri</li> <li>• Tellus payments are received roughly 2 weeks after the statement date</li> <li>• ECA, FIG, M3 payment is received 3-4 weeks after statement date, (ex. funds for May cases rec'd after June 15th)</li> <li>• Agent check received at HCB – will continue to be mailed out to the agents on a weekly basis.</li> </ul>
Statement Processed and Allocated to Correct Office	5-7 business days after funds received	<ul style="list-style-type: none"> <li>• Sometimes faster if statements small, volume is low &amp; vice versa</li> <li>• Reasons for Delays                             <ul style="list-style-type: none"> <li>○ Carrier statement errors</li> <li>○ 60-70 different statement formats (AIG, JH NY, JH USA, Principal Life, Principal Nat, etc.)</li> </ul> </li> </ul>
Statements Entered, Reviewed, & Posted	3-5 business days after funds are allocated	<ul style="list-style-type: none"> <li>• Middle of month deadline can delay process 1-2 days</li> <li>• End of month deadline can delay process 3-5 days</li> <li>• Commissions will post carrier statements weekly while working remotely. Payments will only be processed once a week (the following day).</li> </ul>
Payments Processed	1 business day after statement is posted	<ul style="list-style-type: none"> <li>• ACH Remittance sent same day</li> <li>• Checks mailed 0-3 business days after payments processed, statement included</li> <li>• Detailed statement sent 3-5 days after payments processed</li> </ul>
ACH Received by Agent	2-5 business days after payments processed	Time varies based on individual banks
Email Response	1-2 business days	Varies based on deadlines and volume of requests
Voicemail Response	1-2 business days	Varies based on deadlines and volume of requests
Address Change Requests	1-2 business days	Varies based on deadlines and volume of requests

# Life & Annuity Commissions



ACH Change Requests	1-2 business days	Varies based on deadlines and volume of requests
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Last revised 3/20/20

# Policy Holder Services



## Policy Holder Services - Service Level Agreements (SLAs)

Service	Timing	Notes
Initial Review of Document Received and determination if correspondence should go to Agent	24-48 Hours	Review of the HCB POS policy to determine nature of notice and if correspondence must go to Agent
POS Correspondence Received of a Late, Final or Lapse Premium Notice	Every effort is made to send to Agent within 1-3 Business Day	Per the HCB POS Policy this is to only include Late, Final & Lapse Premium notices
All Other Inquiries from Agents or Insureds regarding In Force Policies	24-48 Hours	Agents and Insureds are directed to the Carriers where possible. HighCap Agent requests are managed by HCB Field Services Coordinator.
Referral Model Cases Correspondence Received (i.e. Citi, Jeffries)	24-48 Hours	SVP is the main Point of Contact on cases, therefore, HCB handles all correspondence
Inforce Illustrations-Receipt of Request	Logged and sent to the carrier within 24-48 hours	Upon Receipt of fully completed form it will be emailed or faxed to the carrier
In Force Illustrations Follow up	2-10 Business Days depending on the Carrier	Depending on the carriers Typical Turn Around Time there may be multiple follow ups on a request
In Force Illustration Completion of Request	10-15 business days, however depending on the carrier can take up to 30 days or longer	Each Carrier completion times vary. Carrier delivery mode of IFLs can vary via email, fax, or mailed direct to policyowner.
Email communication	Within 1 business day	
Phone calls	Within 4-hours	

Last revised 3/20/20



# Annuities



## Annuity Service Level Agreements (SLAs)

Service	Timing	Notes
Application Scrub and Entry	Before 2 pm EST, same day After 2 pm EST, next business day	Review of application for errors and omissions; Entry into AI.
Application Submission	Within 24 hours	Direct from agent or HCB, secure imaging to the carrier by application upload to the website, fax, or secure email once IGO and approved by the B/D.
Requirement Follow-Up	Every 3 - 5 business days	Follow-up on all outstanding case requirements
Status Updates	Every 3 - 5 business days - All Other; Every 5 - 7 business days - Awaiting Funds	Case updates to broker, including outstanding requirements and case details
Final Requirement Follow-Up	2 business days	Carrier follow-up to issue policy once final requirement received
Policy Processing	Depends on the Carrier Guidelines	Policy is to be mailed directly to the broker
Policy Follow-Up	30-45 business days	Follow-up with broker for outstanding delivery requirements
<b>Cycle Time Benchmarks</b>		
Applications	25 business days	From application received to policy issued
<b>Other</b>		
Email Box	Response within 3-4 hours, 24-hour response time depending on the situation	Reviewed every 1 - 2 hours by staff
Phones		At least one person will be available to answer phones during normal business hours
Voicemail	Response within 24 hours	Reviewed every 2 hours by staff
AW Command Centers / Outlook Tasks	Updated daily	Reviewed daily
<b>Memos to Brokers / SVPs / Case Managers</b>		
Initial Appointment Request	Before 2 pm EST, same day After 2 pm EST, next business day	Advisor needs carrier appointment and training instructions
Current or New Broker / in Good Order	Before 2 pm EST, same day After 2 pm EST, next business day	Appointment processed and sent to the Carrier

# Annuities



Service	Timing	Notes
Memos to Brokers / SVPs / Case Managers (continued)		
Current or New Broker / Not in Good Order	24 hours	Appointment received but is incomplete. Email to the Broker requesting missing information.
Current or New Broker / Web Access	24 - 48 hours	Email to the Broker with website login.
Pre-Appointment / New Business Submission Pending Appointment Approval	Every 24 - 48 hours	A follow-up email is sent requesting the Broker complete the appointment request.
Advisor Annuity Training Checks	Before 2pm EST, same day After 2pm EST, next business day	Contact the carrier to verify training status. Email advisor information and training instructions as needed.
Memos to Carriers		
1st Follow-Up with Carrier / Business in House or No Business In House	48 hours	Once the appointment information is in good order, the appointment request is forwarded to the carrier to confirm receipt.
2nd & 3rd Follow-Up with Carrier / Business in House	Every 2-3 days	Check AI and follow-up with carrier.
4th Follow-Up with Carrier / 1st Escalation Level / Business in House	Daily	Daily calls to the Carrier Manager until an update is received by the HCB Team Lead / Manager
2nd Escalation Level / Business in House	Depends on Carrier Scheduling	The HCB Team Lead / Manager will facilitate a conversation to resolve any issues with the Carrier Relationship Manager.
2nd, 3rd, & 4th Follow-Up with Carrier / No Business in House	Every 5-7 Days	Check AI and follow-up with carrier
Just in Time Carrier / Business In House Application Submitted	Every 2 - 3 days	Follow-up with carrier on status
Other		
Email Box	Response within 3-4 hours; 24-hour response time depending on the situation	Reviewed every 1-2 hours by staff
Phones		At least one person will be available to answer phones at all times.
Voicemail	Response within 24 hours	Reviewed every 2 hours by staff. Response within 24 hours.
AI Command Centers / Outlook Tasks	Updated daily	Reviewed daily