



FINAL EXPENSE

Frequently Asked Questions

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CANCELLATION & SURRENDER QUESTIONS

KEY INFORMATION

ANY QUESTIONS OR ISSUES RELATED TO QUOTING OR SUBMITTING AN APPLICATION:

MRS: at helpdesk@mrsreps.com or call 844.503.5333

Best Plan Pro: at bestplanpro.com/help/

ACCESS TO AGENT SALES PORTAL:

www.sbliagent.com

ANY COMMISSION QUESTIONS:

Email finalexpenseagentservices@sbli.com or call 888.224.7254 option 5

PRE-SCREEN TOOL:

To register, either contact your agency or go directly to bestplanpro.com

PAYMENT QUESTIONS

QUESTION	ANSWER
What payment methods can the client be on?	<p>Re-Occurring Credit Card or Electronic Funds Transfer (ONLY)</p> <ul style="list-style-type: none"> ◦ Credit Card types <ul style="list-style-type: none"> – MasterCard – Visa – Debit Card ◦ Electronic Funds Transfer <ul style="list-style-type: none"> – Direct Payment (EFT) from an account of the policy owner as stated on application <p><i>Please note there is a \$3.95 convenience fee charge per transaction for credit/debit card usage.</i></p>
What payment modes can the client be on?	<p>Immediate Payment - Annual and Monthly</p> <p>Social Security Payment Option - Monthly Only</p>
What would be the premium billing dates?	<p>There are two options available for your clients. These are either immediate payment with the signed application or a payment schedule that coincides with their Social Security payments.</p> <ul style="list-style-type: none"> ◦ Immediate Payment Options: The direct payment (EFT) or Credit Card billing occurs on the same day of the month as the policy effective date. If the bill date falls on a weekend or holiday, the draft or credit card charge will occur on the next business day. ◦ Social Security Payment Schedule Option: The direct payment (EFT) or Credit Card billing occurs on the specific day selected to coincide with your client's Social Security deposit date. <ul style="list-style-type: none"> – Billing Dates <ul style="list-style-type: none"> • 1st & 3rd of the Month • 2nd, 3rd, & 4th Wednesday
How can the client update their Credit Card information or Banking Information?	If registered, they can log in and update on my.sbli.com
If the client's initial payment rejects, what happens?	The client will receive a rejection notice via mail and will have 20 days to update payment information on my.sbli.com . If no action is taken the policy will close out as not taken.
If the client's Pre-Authorized payment (EFTS) is rejected, what happens?	<p>EFTS (On Going Payments)</p> <ul style="list-style-type: none"> ◦ 1st Rejection: We will attempt to redraft again that night ◦ 2nd Rejection (non-consecutive): We attempt to redraft again ◦ 2nd Rejection (consecutive): Rejection notice will be sent to client via mail <ol style="list-style-type: none"> a. If no action is taken the policy will lapse 39 days from paid to date in all states except in CA where it will lapse in 60 days b. If action is taken (banking information updated, etc.), policy will be set to redraft that night ◦ 3rd Rejection: Rejection notice is sent to client via mail <ol style="list-style-type: none"> c. If no action is taken the policy will lapse 39 days from paid to date in all states except in CA where it will lapse in 60 days d. If action is taken (bank information updated, etc.), policy will be set to redraft that night

PAYMENT QUESTIONS (continued)

QUESTION	ANSWER
<p>If the client's Re-Occurring Credit Card payment is rejected, what happens?</p>	<p>Credit Card Ongoing Payments</p> <p>If Credit Card declines for any reason a rejection notice is sent to client via mail</p> <ul style="list-style-type: none"> a. If no action is taken the policy will lapse 39 days form paid to date in all states except in CA where it will lapse in 60 days b. If action is taken and the Credit Card is updated, we will attempt the charge on the next charge date <p>*Please advise client if they go on the client portal and remove their Credit Card information the next payment will fail because there is no Credit Card saved for us to charge.*</p>
<p>What are the rules based on EFTS Rejections?</p>	<p>After 3 rejections, we will not redraft unless the client updates their banking info on the client portal or they can request to change to Re-Occurring Credit Card as their new payment method.</p> <ul style="list-style-type: none"> ◦ Credit Card Form: agent can access this form off the agent portal ◦ EFTS Form can be pulled off the agent portal or the client can print it off my.sbli.com
<p>What are the types of rejections that occur for EFTS?</p>	<p>Return Reason Codes</p> <ul style="list-style-type: none"> ◦ R01- Insufficient Funds ◦ R02-Account Closed ◦ R03-No Account/Unable to locate account ◦ R04-Invalid Account Number ◦ R08-Payment Stopped ◦ R09-Uncollected Funds ◦ R10-Customer Advises not authorized
<p>What are the types of declines that occur for Credit Card?</p>	<p>Decline Reasons</p> <ul style="list-style-type: none"> ◦ Insufficient Funds ◦ Expiration Date ◦ Not Authorized ◦ No Credit Card info in wallet (client deletes Credit Card from wallet)

GENERAL QUESTIONS

QUESTION	ANSWER
Is there a policy fee on these policies?	Yes, \$48 (con-commissionable)
Can a client request a paper policy?	<p>Yes, up to 60 days after issue</p> <ul style="list-style-type: none"> ◦ Clients can register and login to my.sbli.com and print a copy ◦ A copy could be printed off of the agent portal <p>Past the 60 days, a processing fee of \$25.00 may apply</p> <ul style="list-style-type: none"> ◦ They can either request online, in writing, or by telephone <ul style="list-style-type: none"> – Online: they can complete a duplicate policy request by logging into my.sbli.com – In writing: they can download the “Duplicate Policy Request Form” – By Telephone: call Customer Service at 1.800.694.7254 and request a duplicate policy
If the client’s payment is rejected, would the agent be notified?	Yes, if your agency is signed up on the agent portal to receive this notification. If not, you will not be notified.

POLICY CHANGE QUESTIONS

QUESTION	ANSWER
Can a client increase their face amount?	No increases allowed <ul style="list-style-type: none"> ◦ If right after issue or within the free look they can request to cancel policy via email to records@sbli.com and reapply.
Can a client decrease their face amount?	Yes. This can be requested by emailing records@sbli.com or by calling Customer Service at 1.800.694.7254 and requesting a policy change form.
Can a client add a rider after issue?	No.
Can a client remove a rider?	Riders can be removed at any time <ul style="list-style-type: none"> ◦ Email records@sbli.com ◦ Call Customer Service at 1.800.694.7254
Can a client change a beneficiary at any time?	Yes, on my.sbli.com or by calling Customer Service at 1.800.694.7254 and requesting a beneficiary change form.
What if the beneficiary listed on application has the wrong DOB, spelling error, etc. ?	If it's within the free look period, send a request to records@sbli.com to have it corrected. If it's not within the free look period, they can request on my.sbli.com or by call Customer Service at 1.800.694.7254 to request a beneficiary change form.
What if the application submitted had spelling errors on the first and last name, wrong DOB, wrong SSN, etc. ?	They would need to cancel their policy and reapply. <ul style="list-style-type: none"> ◦ Email records@sbli.com ◦ Call Customer Service at 1.800.694.7254
What if the client wants to change their address?	They can register and login in to my.sbli.com and change it on the portal. They can also print the address change form off the portal, or call Customer Service at 1.800.694.7254 and request an address change form.
Can a client change their draft date or charge?	Yes, but only after initial payment. <ul style="list-style-type: none"> ◦ Email records@sbli.com ◦ Call Customer Service at 1.800.694.7254
Can the client change their mode or method of payment?	Yes, as follows: <ul style="list-style-type: none"> ◦ If the client would like to change mode, you can call Customer Service at 1.800.694.7254 or you can submit a request to records@sbli.com. ◦ If the client is looking to change from RCC to EFTS, they need to complete an EFTS form which is located on my.sbli.com or can be found on the agent portal. ◦ If the client is requesting to change from EFTS to RCC, they would need to complete a Credit Card form, which is located on the agent portal. ◦ If on Social Security, payments can only change method of payment, not mode (Can only be on Monthly mode).

CANCELLATION & SURRENDER QUESTIONS

QUESTION	ANSWER
What if the client no longer wants the policy?	<p>A request can be sent to records@sbli.com. If within the free look period, the policy will be canceled and money will be refunded. If past the free look period (39 days from Issue), a surrender form will be sent out to the client and no future payments will be processed. If the form is never received, the policy will end up lapsing.</p> <ul style="list-style-type: none">◦ Re-Occurring Credit Card money will refunded to the Credit Card.◦ EFTS money will be refunded via check once payment clears, 10 days from draft date.