



**ELCO MUTUAL**  
LIFE & ANNUITY



# **Whole Life Insurance**

---

Platinum Eagle & Golden Eagle

## **Agent Training Guide**

# Table of Contents

<b>2</b>	<b>- Product Description</b>
3	- Dividend Options
3	- Non-Forfeiture Options
<b>4</b>	<b>- Riders</b>
<b>4</b>	<b>- Application</b>
<b>7</b>	<b>- How to Calculate Premium</b>
<b>10</b>	<b>- Underwriting</b>
<b>10</b>	<b>- Decline Medications</b>
<b>12</b>	<b>- Standard Issue Build Chart</b>
<b>13</b>	<b>- Illustrations</b>
<b>17</b>	<b>- Post-Issue</b>
<b>17</b>	<b>- Suitability</b>
17	- Needs Analysis
17	- Product Selection
18	- General Guidelines
18	- Life Insurance Replacement Transactions
<b>19</b>	<b>- Compensation</b>
<b>20</b>	<b>- Marketing Items and Rules</b>
<b>20</b>	<b>- Important Forms</b>
<b>21</b>	<b>- State Approvals</b>
<b>21</b>	<b>- Contact Information</b>
<b>22</b>	<b>- Agent Acknowledgement</b>

## Product Description

### Whole Life Insurance

ELCO Mutual offers a portfolio of participating whole life products. These different products provide agents with a wide array of payment options to choose from, allowing them to tailor the coverage to the client's needs better. The Golden Eagle and Platinum Eagle product lines are both covered within the scope of this resource guide. Each has its specific payment structures and features. Below is a brief synopsis of each option with a chart outlining the specific features:

#### Platinum Eagle: Single Premium Whole Life Insurance (SPWL)

The Platinum Eagle is an SPWL policy that utilizes simplified underwriting and offers its owner the opportunity to grow using a non-guaranteed dividend. All policyholders will receive the accelerated death benefit rider, free of charge. These policies are commonly used for transferring wealth, building an estate, or leave a legacy.

#### Golden Eagle: Premium Paying Whole Life Insurance

The Golden Eagle product suite offers plenty of flexibility as there are six different payment options to choose from. Like its single pay counterpart, the Golden Eagle portfolio is also underwritten using a simplified underwriting process, and the products are all participating as well. These policies are often used to secure income replacement, protect a family's financial interests, leave a legacy, and prepare for final expenses.

### Product Features

The following is a list of product features available for each of the policy types:

Product	Issue Ages	Min. Face	Max. Face	Eligible for Dividends?	Policy Fee	Underwriting
Single Pay	0-85	\$2,500	\$300,000 <sup>1</sup>	Yes	\$100	Point of Sale Telephone Interview
Life Pay	0-85	\$2,500 <sup>2</sup>	\$300,000	Yes	\$50 <sup>3</sup>	Point of Sale Telephone Interview
10-Pay	0-80	\$2,500 <sup>2</sup>	\$300,000	Yes	\$50 <sup>3</sup>	Point of Sale Telephone Interview
20-Pay	0-70	\$2,500 <sup>2</sup>	\$300,000	Yes	\$50 <sup>3</sup>	Point of Sale Telephone Interview
30-Pay	0-60	\$2,500 <sup>2</sup>	\$300,000	Yes	\$50 <sup>3</sup>	Point of Sale Telephone Interview
LP65 <sup>4</sup>	0-60	\$2,500 <sup>2</sup>	\$300,000	Yes	\$50 <sup>3</sup>	Point of Sale Telephone Interview
LP75 <sup>5</sup>	0-65	\$2,500 <sup>2</sup>	\$300,000	Yes	\$50 <sup>3</sup>	Point of Sale Telephone Interview

1. The single premium's maximum face amount is based on net amount at risk, which is the difference between the premium paid and the death benefit generated. The maximum net amount at risk is \$300,000.

2. The minimum face amount is \$2,500 or a minimum monthly premium of \$15.

3. The annual policy fee on the Golden Eagle is not commissionable.

4. Life Paid-Up After Age 65.

5. Life Paid-Up After Age 75.

Unlike the Platinum Eagle, the Golden Eagle's different payment options have banded premium rates based on the proposed face amount. As the client purchases more coverage, the per thousand rate of coverage decreases. The breakdown for premium rate bands can be found below.

	Band 1	Band 2	Band 3	Band 4
Face Amounts	\$2,500-\$24,999	\$25,000-\$49,999	\$50,000-\$99,999	\$100,000-\$300,000

## Dividend Options

The Platinum and Golden Eagle plans are participating policies which means they are eligible to receive dividends. While not guaranteed, dividends can help clients in a multitude of ways. Those looking to purchase whole life insurance will be presented with four options to choose from for their dividend election.

1. **Paid-Up Additions** (default option): Dividends are used to purchase additional coverage in the form of paid-up participating whole life insurance. This additional coverage will increase the death benefit and accrue its own cash value.
2. **Left on Deposit:** Dividends are left with the company to accumulate interest and can be withdrawn. It is important to remember that these dividends are subject to taxation on the earned interest every year regardless if the funds are withdrawn.
3. **Reduce Premium:** The dividends are used to pay a portion of the due premium. (not available on the Platinum Eagle)
4. **Cash:** Dividends will be paid directly to the policyowner in the form of cash.

Dividends are based on the cash value of the policy. If no cash value has accrued, dividends will not be paid.

## Non-Forfeiture Options

In the event the client is unable to pay premiums, the policy offers a few options to help keep the coverage in force. In addition to these options, the policyowner can also elect to take automatic premium loans. This feature automatically takes a loan against the cash value to pay the premium when there is an outstanding premium payment. The non-forfeiture options in the policy are:

1. **Extended Term Insurance** (default option): The policy's net cash value is used to keep the policy in force for a fixed term. Once the term concludes, the policy's coverage terminates.
2. **Reduced Paid-Up Insurance:** The net cash value is used to purchase a single premium paid-up policy that will provide the owner with a lesser death benefit than the original policy.
3. **Cash Surrender:** The policyowner can surrender the policy for the net cash value. Once this option is taken, the policy can no longer be reinstated.

## Riders

### **Accelerated Death Benefit**

The Platinum and Golden Eagle provide their owners with an accelerated death benefit rider on all standard issue policies, at no additional cost. The Platinum Eagle also allows this benefit on substandard cases. Clients may request a portion of their death benefit if they meet one of the qualifying conditions.

#### **Terminal Illness**

Clients who have been diagnosed with a terminal illness (defined as having less than a year to live) can take 90% of the death benefit in advance.

#### **Nursing Home Confinement**

Individuals who are confined to a nursing facility are also eligible to receive an accelerated benefit. This benefit is paid out as a lump sum and can equal up to 75% of the death benefit.

#### **Home Health Care**

If the owner of the policy requires home health care, they may be eligible to take an amount equal to 50% of the death benefit. This option provides the owner with an additional layer of financial flexibility.

#### **Chronic Illness**

Clients who have incurred a chronic illness can also request 50% of the death benefit to pay for medical expenses and other costs.

### **Waiver of Premium**

The waiver of premium rider is available on the Golden Eagle plans and can be purchased on applicants 18 to 55. The rider waives all premiums if the owner becomes disabled before age 60. However, once the owner does attain age 60, both the cost of the rider and its benefits end.

### **Accidental Death Benefit**

Purchasing this additional benefit is an excellent way for clients to safeguard their family's financial interests if they were to pass due to an accident (which is defined within the policy). The rider would pay out a second death benefit equal to the face amount of the base policy if the circumstance mentioned above were to occur. Potential clients can purchase this rider if they are 65 or younger, with both the cost and benefit terminating upon the insured attaining age 70.

### **Single Premium Life**

The single premium whole life rider is available on all the Golden Eagle plans at the time of issue. The rider is purchased with a single payment and issued as a separate contract, meaning the coverage will stay in force even if the base policy lapses. In addition to this benefit, by issuing the policy separately you eliminate the risk of the base policy becoming a Modified Endowment Contract (MEC). The minimum premium for the rider is \$1,000 and the maximum issue age is 85.

## Application

### Completing the Application

The life insurance application kit consists of a series of forms needed to submit a piece of business. The first form is the application itself which collects pertinent information to determine if the proposed insured can qualify for coverage. This information is necessary for completing the Point-of-Sale telephone interview. The following images and captions provide a brief explanation of how to complete some of the key sections of the application itself. If you ever have any question regarding the completion of the application, please contact our Agency Department at [agency@elcomutual.com](mailto:agency@elcomutual.com).

#### Page 1, Sections 1, 2A, and 2B - Proposed Insured, Owner Information, and Payor

<b>1. Proposed Insured</b>	
Name: First _____ M.I. _____ Last _____	Birthdate (mm/dd/yr): ____/____/____
State or Country of Birth: _____	U.S. Citizen: Yes <input type="checkbox"/> No <input type="checkbox"/> If No, are you a permanent resident: Yes <input type="checkbox"/> No <input type="checkbox"/>
Sex: Male <input type="checkbox"/> Female <input type="checkbox"/>	Marital Status: Single <input type="checkbox"/> Married <input type="checkbox"/> Height: _____ Weight: _____
Home Address: (Number, Street, Apt. #) _____	
City: _____	State: _____ Zip: _____
Phone Number: (____) _____	Social Security Number: _____
Driver's License #: _____	E-mail Address: _____
<b>2A. Owner Information (if other than Proposed Insured)</b>	
Name: First _____ M.I. _____ Last _____	Birthdate (mm/dd/yr): ____/____/____
Phone Number: (____) _____	Social Security Number: _____
Sex: Male <input type="checkbox"/> Female <input type="checkbox"/>	E-mail Address: _____
Home Address: (Number, Street, Apt. #) _____ City: _____ State: _____ Zip: _____	
Relationship to Proposed Insured: _____	
<b>2B. Payor (if other than Owner)</b>	
Name: First _____ M.I. _____ Last _____	Email Address: _____
Home Address: (Number, Street, Apt. #) _____ City: _____ State: _____ Zip: _____	
Phone Number: (____)- _____	Social Security/Tax ID Number: _____

The first three sections of the application collect the proposed insured's information and any additional data required if the proposed insured, owner, or payor are different individuals.

If the applicant is the proposed insured, the owner, and the payor of the policy, then only the first section needs to be completed. Situations will occur when the owner and insured are different. When it happens, you must collect both sets of data and make sure insurable interest exists. An example of insurable interest would be a parent buying a policy on a child or somebody purchasing a policy on their spouse.

Page 1, Section 3 - Plan of Insurance, Benefits, Riders

<b>3. Plan of Insurance, Benefits, Riders</b>				
Plan Name/Type: _____			Face Amount: \$ _____	
Additional Benefits/Riders: _____			* Amount Paid with Application: \$ _____	
Mode: Single Premium <input type="checkbox"/>	Annual <input type="checkbox"/>	Semi-Annual <input type="checkbox"/>	Quarterly <input type="checkbox"/>	Modal Premium: \$ _____
Optional EFT Mode:	Annual <input type="checkbox"/>	Semi-Annual <input type="checkbox"/>	Quarterly <input type="checkbox"/>	Monthly <input type="checkbox"/>
Dividend option:	Reduce Premium <input type="checkbox"/>	Purchase Addition <input type="checkbox"/>	Leave on Deposit <input type="checkbox"/>	Cash <input type="checkbox"/>
Policy Date: ____/____/____	Automatic Premium Loan? Yes <input type="checkbox"/> No <input type="checkbox"/>			

The first field in this section is Plan Name/Type, which you use to identify the street name of the product and which payment option you wish to elect. The following is a list of the street names and the corresponding options for this section. By completing this part as accurately as possible, you eliminate any confusion at the home office, leading to faster processing times.

- Platinum Eagle: Single Premium Whole Life
- Golden Eagle: Life Pay
- Golden Eagle: 10-Pay
- Golden Eagle: 20-Pay
- Golden Eagle: 30-Pay
- Golden Eagle: Paid-up after 65
- Golden Eagle: Paid-up after 75

The second field asks for the applied face amount. When filling in the desired face amount, please reference this resource to ensure the death benefit falls within the product’s guidelines.

The third field asks for riders. Please note that the accelerated death benefit rider is a feature on all standard-issue policies, so you do not have to write it in on this section. The riders you can choose from will vary depending on the plan you selected earlier. Below is a list of the riders the applicant can buy at the time of issue, with the corresponding products.

- Waiver of Premium (Golden Eagle)
- Accidental Death Benefit (Platinum and Golden Eagle)
- Single Premium Life Rider (Golden Eagle)

The remainder of this section will ask about premium payment information and dividend options. The most important information to know here is that the single premium modal option is not available on the Golden Eagle plans, and the reduce premium dividend option is not available on the Platinum Eagle plan.

Page 1, Section 4 - Beneficiary

<b>4. Beneficiary Designation (List Full Name(s), Date(s) of Birth and Relationship to Proposed Insured)</b>
Primary: _____
Contingent: _____

Record the insured’s beneficiaries in the following spots. If you are using the trust, please indicate so by stating the trust in the “Primary Beneficiary” line.

## Page 1, Section 5 - Existing Life Insurance Information

<b>5. Existing Life Insurance Information</b>	
Do you have any existing life Insurance policies and/or annuity contracts in force?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If Yes, total amount of life insurance in force: \$ _____	Total amount of annuities in force: \$ _____
Do you have any other applications pending with any other company?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you applied for life insurance with any other company in the past two years?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Will this application change or replace any existing life insurance policy or annuity policy?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If Yes, List company(s): _____	

Complete this section by determining if the proposed insured already has life insurance with another company and whether or not this coverage is meant to replace an existing policy. If either question is answered “yes”, provide the information in the boxes or on a separate sheet of paper.

## Page 2 and 3, Section 6, Parts 1, 2, & 3 - Health Questions

<b>6. Health Questions Part 1. Any YES answer to the questions listed in Part 1 will result in additional underwriting.</b>	
1. Do you have any impairment, whether physical or mental, for which you need or receive assistance or supervision in performing normal activities of daily living: bathing, toileting, eating, dressing, walking, maintaining continence or transferring from bed to chair?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2. Have you ever:	
a. Been treated by a member of the medical profession or hospitalized for: insulin shock, diabetic coma, amputation due to diabetes; or taken insulin injections or taken insulin by other methods prior to age 40; or been diagnosed with diabetes prior to age 25 by a member of the medical profession?	Yes <input type="checkbox"/> No <input type="checkbox"/>

The underwriting section for the life insurance application has two parts containing health questions for the proposed insured, with a third section asking for additional information such as a medication list and whether the applicant uses nicotine products.

Part 1 of the health question portion is looking at common impairments and conditions that would not be acceptable under ELCO Mutual’s underwriting guidelines. You can consider many of the questions within this section knockouts, as they would put the proposed insured into a table rating over eight. However, there are specific impairments, situations, and conditions within Part 1 that could be acceptable. For example, Question 3 Part a. may ask for additional information, but can be issued standard if no issues are discovered. Moreover, conditions such as Transient Ischemic Attack (TIA), liver disease, emphysema, and chronic bronchitis may be allowed on a standard or substandard table rating depending on additional information provided by the applicant. If you are uncertain about a client’s potential to qualify for coverage, the home office can assist in the prequalification process. Calling into the support line, (888) 240-3351, can prove to be a valuable resource for completing the field underwriting process.

Part 2 of the health questions looks at many of the more severe conditions from Part 1 at extended look back periods.

After you’ve completed the health questions portion, you will call into Management Research Services (MRS) and choose the [whole life](#) option. To contact MRS, call (844) 442-9994 during their hours of operation:

- 8:00 am to 9:00 pm CST Monday through Friday
- 8:00 am to 3:00 pm CST Saturday

Overall, most cases for the simplified underwritten (non-final expense) products will be referred to an underwriter. The call itself should take around 30 minutes to complete and should be a straightforward process. If the applicant happens to answer all questions no, and the prescription and MIB checks come back with acceptable results, you will get a decision immediately. Being referred to an underwriter doesn’t mean the proposed insured isn’t eligible for standard coverage. In many instances, the applicant will be referred to an underwriter to offer them the best rate possible.

## Page 3, Section 7 - Suitability Question

### 7. Suitability Question

Do you believe that this life insurance policy is appropriate for your financial situation based on your income, net worth, available funds and retirement considerations?

Yes  No

## Page 3 - Agent Statement

**Agent Statement:** Does the Proposed Insured have any existing life Insurance policies and/or annuity contracts in force? Yes  No   
Will this application change or replace any existing life insurance policy or annuity policy? Yes  No

The information contained in this application is true and accurate to the best of my knowledge. I have delivered to the proposed insured the Insurance Information Practices, which includes the Fair Credit Reporting Act Notice and the MIB, Inc. Pre-Notice.

\_\_\_\_\_  
*Agent's Signature*

\_\_\_\_\_  
*Date*

## Page 4 - Medical Authorization, Fraud Notice/Warning, & Proposed Insured/Applicant Statement

**Medical Authorization:** I authorize any physician, medical practitioner, hospital, medical care facility, the Veteran's Administration, insurance company, MIB, Inc. (formerly known as the Medical Information Bureau), pharmacy benefit manager, pharmacy, insurance laboratory, a consumer reporting agency, my employer, or any other person or organization that has any record of information about me or my minor children to give ELCO Mutual Life and Annuity (the Company), its reinsurers or its authorized representatives information about my health, other insurance coverage, employment, age, general character, finances, participation in hazardous activities, medical care or advice about any physical or mental condition including information about drugs, alcoholism, or other information the Company requires to determine insurability or eligibility of benefits.

I also authorize the Company or its reinsurers to make a brief report of my personal health information to MIB, Inc. I further authorize the sources listed above, except for MIB, Inc., to give such information to a consumer reporting agency acting on behalf of the Company. This authorization may be revoked; however, it may not be revoked during the contestability period of the policy or to the extent the Company has taken action in reliance on

The fourth page contains required disclosures that need to be read to the applicant and acknowledged via signature at the bottom of the page.

## MIB Pre-Notice and HIPPA Authorization Forms

The MIB Pre-Notice form must be given to the applicant during the application process.

The HIPPA Authorization form must also be given, completed, signed, and returned to the home office or ELCO Mutual will not be able to issue the policy.

## Replacement Forms

If the client answered "yes" to either question in the "Other Coverage" section, please complete the replacement paperwork within the application kit. Many states have their own required form so please check if you are using the correct form. You can identify if the form you have is correct by looking at the lower left-hand corner at the form number. Each replacement form, if state specific, will have a form number beginning with the intended state. For example, Illinois has a state specific replacement form number that begins with "IL": IL-RNLIA.

## Direct Debit Form

When using EFT payments, please have the applicant complete the Direct Debit Authorization Form. This form requires them to provide their name, bank, routing number, account number, and whether the account is a checking or savings account.

## W-9

ELCO requires a completed W-9 form be sent in for the proposed owner of the policy.

## How to Calculate Premiums

### Modal Factors

Modal factors are used when the client is paying premiums in a way other than annually. You take the modal factor and multiply it by the annualized premium.

Monthly EFT	Direct Bill	Quarterly	Semi-Annually	Annually
.0834	.09	.265	.52	1

### Calculation Steps

#### Part 1:

1. Find your per thousand rate: \_\_\_\_\_
2. Take your death benefit and divide it by 1,000 to get units: \_\_\_\_\_
3. Find your policy fee: \_\_\_\_\_
4. Choose your modal factor: \_\_\_\_\_

#### Part 2:

5. Multiply your per thousand rate by the units: \_\_\_\_\_
  6. Take the number from Step 5 and add your policy fee to get the annualized premium: \_\_\_\_\_
  7. Take your total and multiply it by the modal factor: \_\_\_\_\_
- Annualized Premium: \_\_\_\_\_
- Modal Premium: \_\_\_\_\_

We are going to calculate the premium rate for a 50 year-old. (Per thousand rate = \$23.47, death benefit = \$10,000, they want to pay monthly, and the policy fee equals \$50.)

$$[(23.47 \times 10) + 50] .0834 = \text{Monthly Rate}$$

$$(234.70 + 50) .0834 = \text{Monthly Rate}$$

$$284.70 \times .0834 = \text{Monthly Rate}$$

$$\$23.74 = \text{Monthly Rate}$$

## Underwriting

### Overview

The whole life product line uses simplified underwriting which means there are no medical examinations or tests needed to determine eligibility. Instead, applicants must complete a short questionnaire located within the application and then complete a quick telephone interview with our underwriters.

### Completing the Point-of-Sale Telephone Interview

To start the telephone interview, you must call Management Research Services (MRS). When MRS answers the call, you will be given the option of deciding between the final expense and whole life. You will select the whole life option and proceed to speaking with a representative from their staff. The contact information and business hours for MRS are:

Phone Number: **(844) 442-9994**

Business Hours: **Monday Through Friday 8:00 am to 9:00 pm CST**

**Saturdays from 8:00 am to 3:00 pm CST**

During the call, the interviewer will review the questions on the application with the client. After collecting the answers to the questions, the applicant's height and weight, and their personal information, MRS will conduct a prescription and MIB check to validate the applicant's answers. Once the interview is completed, the interviewer will provide an instant decision determining if the proposed insured is eligible for the standard issue rate, needs additional underwriting, or if they are not eligible for coverage. If a client's application is deemed incomplete at this time, please contact the home office.

If you wish to appeal the underwriting decision, you must do so by contacting the home office at (888) 240-3351. MRS will not overturn decisions or record appeals.

## Decline Medications

### HIV Decline Medications

ABACAVIR	DESCOVY	GENVOYA	LEXIVA	SELZENTRY	TRIZIVIR
AGENERASE	DIDANOSINE	HIVID	NORVIR	STAVUDINE	TROGARZO
APTIVUS	EDURANT	INTELENCE	ODEFSEY	STRIBILD	TYBOST
ATRIPLA	EMTRIVA	INVIRASE	PIFELTRO	SUSTIVA	VIRACEPT
BIKTARVY	EPZICOM	ISENTRESS	PREZCOBIX	SYMFI	VIRAMUNE XR
CIMDUO	EVOTAZ	JULUCA	PREZISTA	SYMTUZA	VIREAD
COMPLERA	FORTOVASE	KALETRA	RESCRIPTOR	TIVICAY	VITEKTA
CRIXIVAN	FUZEON	LAMIVUDINE	REYATAZ	TRIUMEQ	ZIDOVUDINE
DELSTRIGO					

### Other Decline Medications

ARICEPT	CELLCEPT INTRAVENOUS	MYCOPHENOLATE MOFETIL	ORTHOCLONE OKT3	THYMOGLOBULIN
ATGAM	CYCLOSPORINE	MYFORTIC	RAPAMUNE	ZENAPAX
AZATHIOPRINE	DONEPEZIL	NEORAL	SIMULECT	ZORTRESS
AZATHIOPRINE SODIUM	GAMIFANT	NULOJIX	TACROLIMUS	

## Cancer Decline Medications

ABRAXANE	EPIRUBICIN HCL	LEUPROLIDE ACETATE	SYNRIBO
ADCETRIS	ERBITUX	LEUPROLIDE ACETATE/BUPIVA	TABLOID
AFINITOR	ERLEADA	LEVAMISOLE HCL	TAFINLAR
ALECENSA	ERWINAZE	LIBTAYO	TAGRISSO
ALIMTA	ETOPOPHOS	LONSURF	TALZENNA
ALIQOPA	ETOPOSIDE	LORBRENA	TAMOXIFEN CITRATE
ALKERAN	EXEMESTANE	LUMOXITI	TARCEVA
ALUNBRIG	FARESTON	LUPRON DEPOT (3-MONTH)	TARCEVA
AMIFOSTINE	FARYDAK	LUPRON DEPOT (4-MONTH)	TARGRETIN
AMIFOSTINE	FASLODEX	LUPRON DEPOT (6-MONTH)	TASIGNA
ANASTROZOLE	FIRMAGON	LUTATHERA	TECENTRIQ
ARRANON	FLOXURIDINE	LYNPARZA	TEMODAR
ARZERRA	FLUDARABINE PHOSPHATE	LYSODREN	TEMSIROLIMUS
AVASTIN	FLUOROURACIL	MARQIBO	TENIPOSIDE
AZACITIDINE	FLUTAMIDE	MATULANE	TEPADINA
AZEDRA DOSIMETRIC	FOLOTYN	MEGESTROL ACETATE	TESLAC
BAVENCIO	FUSILEV	MEKINIST	TIBSOVO
BELEODAQ	GAZYVA	MEKTOVI	TICE BCG
BESPONSA	GEMCITABINE HCL	MELPHALAN HYDROCHLORIDE	TREANDA
BEXXAR	GILOTRIF	MERCAPTOPURINE	TRELSTAR MIXJECT
BEXXAR 131 IODINE	GLEEVEC	MESNEX	TRETINOIN
BICALUTAMIDE	GLEOSTINE	METASTRON	TRISENOX
BICNU	GLIADEL WAFER	METHOTREXATE	TYKERB
BLEOMYCIN SULFATE	HALAVEN	METHOTREXATE	UNITUXIN
BLINCYTO	HERCEPTIN	MITHRACIN	UVADEX
BOSULIF	HYBOLIN IMPROVED	MITOMYCIN	VALSTAR
BRAFTOVI	HYCAMTIN	MITOXANTRONE HCL	VANTAS
CABOMETYX	HYDROXYPROGESTERONE CAPROATE	MUSTARGEN	VECTIBIX
CALQUENCE	HYDROXYUREA	MYLERAN	VELCADE
CAMPATH	IBRANCE	MYLOTARG	VENCLEXTA
CAMPTOSAR	ICLUSIG	NERLYNX	VERZENIO
CAPRELSA	IDARUBICIN HCL	NEXAVAR	VINBLASTINE SULFATE
CARBOPLATIN	IDHIFA	NILANDRON	VINCRISTINE SULFATE
CERUBIDINE	IFEX	NINLARO	VINORELBINE TARTRATE
CISPLATIN	IFEX/MESNEX COMBO PACK	NIPENT	VITRAKVI
CLADRIBINE	IMBRUVICA	ONCASPAR	VIZIMPRO
CLOFARABINE	IMFINZI	ONIVYDE	VORAXAZE
COPIKTRA	IMLYGIC	ONTAK	VOTRIENT
COSMEGEN	INFUGEM	OPDIVO	VYXEOS
COTELLIC	INLYTA	PACLITAXEL	XALKORI
CYCLOPHOSPHAMIDE	INTRON A	PERJETA	XELODA
CYRAMZA	IRESSA	PHOTOFRIN	XOFIGO
CYTARABINE	ISTODAX	PLENAXIS	XOSPATA
DACARBAZINE	IXEMPRA KIT	POMALYST	XTANDI
DACOGEN	JAKAFI	PORTRAZZA	YERVOY
DARZALEX	JEVTANA	POTELIGEO	YESCARTA
DAUNOXOME	KADCYLA	PROLEUKIN	YONDELIS
DEPO-PROVERA	KEPIVANCE	PROVENGE	ZALTRAP
DEXRAZOXANE	KEYTRUDA	QUADRAMET	ZANOSAR
DEXRAZOXANE	KHAPZORY	RITUXAN	ZEJULA
DOCETAXEL	KISQALI	RITUXAN HYCELA	ZELBORAF
DOXORUBICIN HCL	KISQALI FEMARA 600 DOSE	ROFERON-A	ZEVALIN IN-111
DOXORUBICIN HCL LIPOSOME	KYMRIAH	RUBRACA	ZEVALIN Y-90
ELITEK	KYPROLIS	RYDAPT	ZOLADEX
ELOXATIN	LARTRUVO	SPRYCEL	ZOLINZA
ELSPAR	LENVIMA 14 MG DAILY DOSE	STILPHOSTROL	ZYDELIG
ELZONRIS	LETROZOLE	STIVARGA	ZYKADIA
EMCYT	LEUCOVORIN CALCIUM	SUTENT	ZYTIGA
EMPLICITI	LEUKERAN	SYLATRON	

**Standard Issue Build Chart** (in pounds)

Height	Standard Minimum Weight	Standard (Table 2) Maximum Weight	Substandard (Table 8) Maximum Weight
4'3"	66	142	149
4'4"	68	149	160
4'5"	70	156	167
4'6"	72	163	174
4'7"	74	170	181
4'8"	76	178	184
4'9"	78	184	190
4'10"	80	191	197
4'11"	83	198	208
5'0"	86	204	216
5'1"	89	211	219
5'2"	92	218	227
5'3"	95	225	234
5'4"	98	233	239
5'5"	101	240	246
5'6"	105	247	259
5'7"	108	255	267
5'8"	111	263	275
5'9"	115	270	285
5'10"	118	278	290
5'11"	121	286	308
6'0"	125	294	336
6'1"	129	303	348
6'2"	132	311	353
6'3"	136	320	369
6'4"	140	328	379
6'5"	143	337	388
6'6"	147	346	397
6'7"	151	355	406
6'8"	155	364	415
6'9"	159	373	430
6'10"	164	382	439
6'11"	168	391	448
7'	172	400	457

## Illustrations

### iPipeline

#### Important Notice

ELCO Mutual will be incorporating iPipeline into its new agent portal later in the year. Once this merge occurs, all cases illustrated between now and then will be erased from the system.

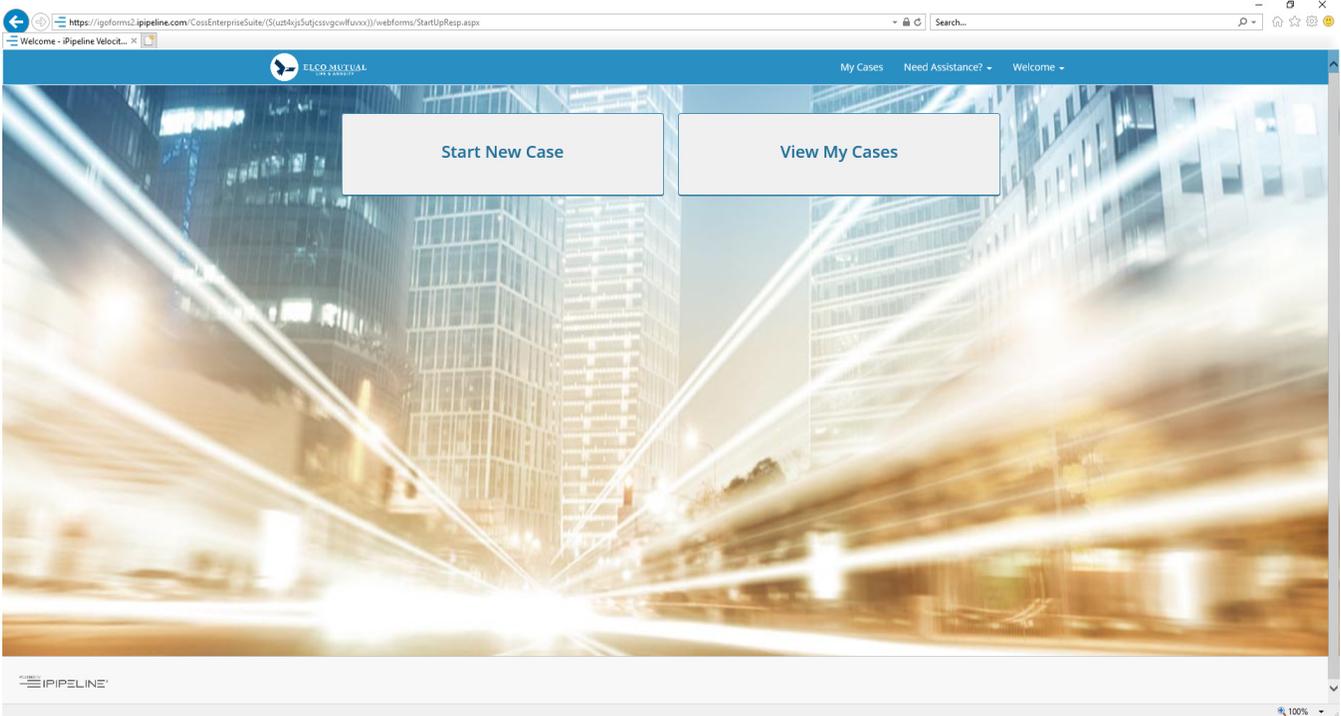
ELCO Mutual uses iPipeline's illustration solution for all products. Illustrating the whole life plans is required because they are participating policies. The NAIC requires that products with non-guaranteed values, such as dividends, be illustrated for potential clients. These illustrations then must be signed by both you and the client to acknowledge the non-guaranteed values of the policy.

To access iPipeline, you will be sent an invitation to set-up your account. You will then receive a notification from ELCO approving your user information once your account set-up is completed. From there, you must complete the following steps to log in to the main system:

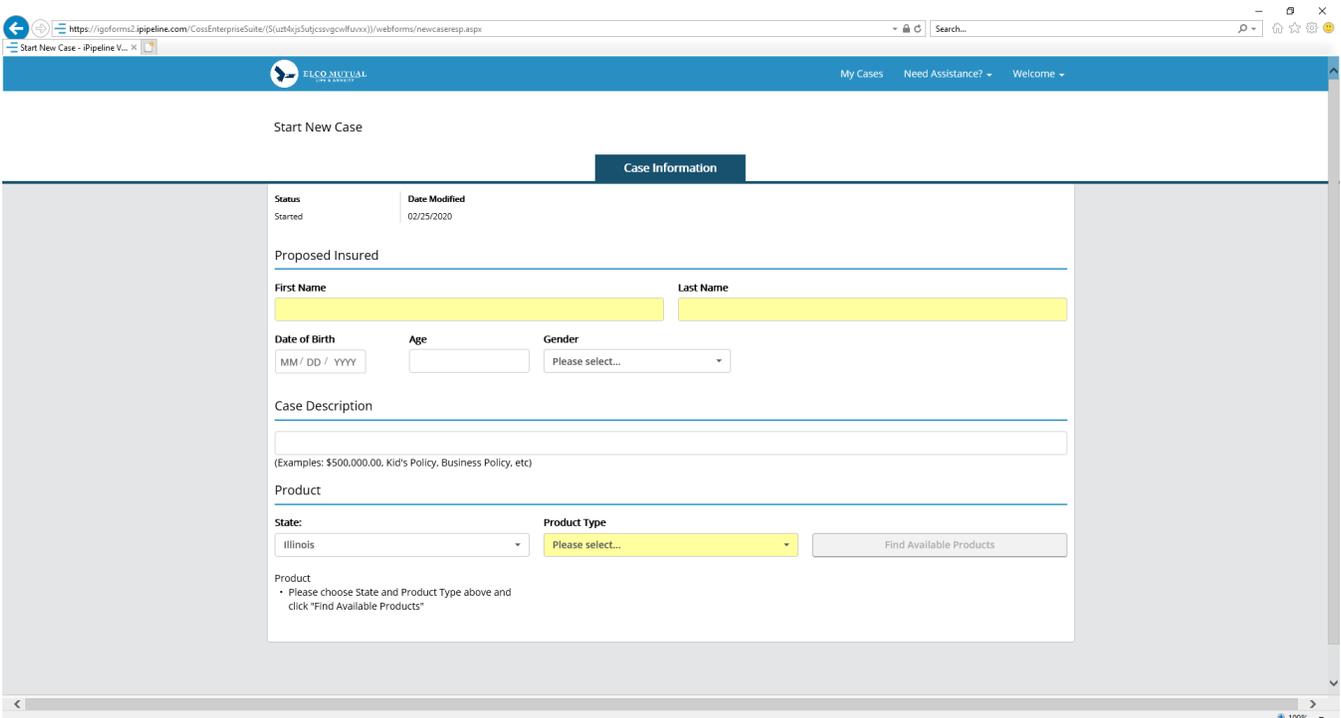
1. Click on this link (we advise bookmarking it for convenience): [iPIPELINE FIELD LOGIN](https://pipepasstoigo.ipipeline.com/default.aspx?gaid=7380)  
<https://pipepasstoigo.ipipeline.com/default.aspx?gaid=7380>
2. The link should take you to the login page shown below.
3. Click the first link at in the top right corner of the box to begin the start-up process and request your login verification.
4. Once approved by ELCO's Agency team, enter your new user ID and password to log in.

© 2019 iPipeline, Inc. | Terms & Conditions

- From this page you can start a new case or view existing cases. To start a new case, click on the left button.



- Here you can enter basic information about the proposed client and select the desired product. First select your state and choose whole life under the product type drop down. The Golden Eagle will appear underneath these dropdowns, along with the Platinum Eagle. From here you can click the “Select” button to move to the next screen. (If the product type is not appearing in the dropdown, it may not be available in the desired state.)



- On this screen you can enter information such as the client’s desired face amount, monthly payment, issue age, benefit type, gender, and their smoking status. The benefit type dropdown allows you to show illustrations for both the modified and level benefit. After filling out the information, click the “Next” button toward the bottom of the screen.

The screenshot displays the 'Quotes/illustrations' screen. On the left sidebar, under 'ILLUSTRATIONS', the 'Plan Information' option is selected. The main content area is divided into several sections:
 

- Client Information:** Fields for First Name, M.I., Last Name, Suffix, Gender, Date of Birth, and Issue Age.
- Underwriting Class:** A dropdown menu currently set to 'Non-Tobacco'.
- Table Rating:** A dropdown menu set to 'None'.
- Flat Extra:** An input field.
- For Years:** An input field.
- Policy Options:** Includes 'Payment Mode' (Monthly P/A/C), 'Payment Option' (Life Pay), 'Solve For' (Premium), and 'Face Amount' (\$100,000).
- Dividends:** A dropdown menu set to 'Paid-Up Additions'.
- Cash Flow:** An 'Illustrate Loans' checkbox.
- Product Comparison - For Agent Use Only:** A 'Calculate' button.

 A 'Next' button is located at the bottom of the main content area.

- The benefits and riders screen allows you to add the single premium rider by inputting a lump sum. Other options, such as the waiver of premium and accidental death benefit rider will also be available to choose from.

The screenshot displays the 'Benefits and Riders' screen. The sidebar on the left has 'Benefits/Riders' selected. The main content area features three checkboxes:
 

- Waiver of Premium
- Accidental Death Benefit
- Single Pay Rider

 At the bottom of the main content area, there are 'Back' and 'Next' navigation buttons.

9. Once all the information has been entered, you can then click on the “View Illustration” button in the top right section of the screen. After the illustration appears, you will have the option to save and/or print the document.



**916 Sherwood Drive  
Lake Bluff, Illinois 60044-2285  
(847) 295-6000 or (800) 321-3526**

A Life Insurance Illustration

## **Golden Eagle Life Pay Whole Life Insurance**

Participating Whole Life Insurance

**Proposed Insured:**  
Valued Client

**Prepared By:**  
Please fill in name

**Date:**  
February 26, 2020

**Toll-free phone number for producers to call for ELCO underwriting: 1-844-442-9994.  
Service hours are Monday-Friday 8:00 am - 9:00 pm CST and 8:00 am - 3:00 pm on Saturday.**

Note: This illustration was produced to be used in Illinois.  
The illustration is not valid unless all pages are included.

Form Number ICC19-WLP19

Version 9.28A(02F)01  
ELCO Mutual Life & Annuity  
916 Sherwood Drive | Lake Bluff, IL 60044-2285  
www.elcomutual.com

Page 1 of 8

## Post-Issue

### Delivery Requirements

- All life policies should be delivered to the policyowner within 10 days of the agent's receipt of the policy, as stated in your contract.
- The delivery receipt sent with each policy and must be signed by the policyowner and returned to ELCO Mutual.
- A sales illustration with correct policy values must accompany each policy. The signature page of the illustration must be signed and returned to the Home Office with the delivery receipt.
- Any amendments have to be signed by the policyowner and witnessed by the agent. One signed copy remains with the policy and one copy is returned to the Home Office
- Signed delivery receipts, illustration signature pages, and any amendments may be returned to the Home Office by fax, email or mail.

### The Policyowner's Right to Cancel

- The owner may cancel the contract before midnight of the 30<sup>th</sup> day following the date of its receipt.
- Cancellation shall be accomplished by delivering or mailing a written notice to ELCO Mutual along with the contract.
- The premium will then be returned within 10 days from the day we receive the contract and notice of cancellation.

## Suitability

### Needs Analysis

Agents are expected to know the client's needs for life insurance. Evaluating the prospect's need for life insurance is always the key to making the right recommendation. Asking a series of questions designed to discover what the prospect needs is an essential part of the financial analysis process. Some information you may look to collect could include:

- |                             |                          |                          |
|-----------------------------|--------------------------|--------------------------|
| • Age                       | • General health         | • Financial obstacles    |
| • Income                    | • Marital status         | • Current financial plan |
| • Current liabilities/debts | • Children/Grandchildren | • Risk tolerance         |
| • Net worth                 | • Financial goals        | • Liquidity requirements |

The more information obtained, the stronger the basis for a recommendation.

### Product Selection

Having a complete understanding of the product portfolio allows you to use the information collected during the needs analysis process to make a concrete recommendation regarding the type product the prospective client should be looking to purchase. Another benefit of knowing the product line inside and out is the ability to offer creative solutions to their problems. For example, you may encounter a client with a universal life policy that is becoming far too expensive for their budget. You could take a monthly premium they feel comfortable paying to buy one of the Golden Eagle policies and then purchase the single premium life rider using the cash value from the universal life. This solution may preserve their coverage while meeting their budgetary goals.

## General Guidelines

If you are unsure if the proposed policy meets suitability requirements, we recommend asking yourself a few basic questions.

- Will the consumer benefit from the purchase or exchange?
- Will there be any loss in coverage if the coverage is being replaced?
- How does the premium payment schedule affect them?
- What coverage does the client currently have?
- What is the premium cost in comparison to their budget?
- Does the policy exceed the insured's needs?
- Does insurable interest exist?
- Will this policy satisfy or impede your future goals?

Another good rule of thumb to sell by is education. By clearly explaining how the policy works and its basic functions, you are ensuring the client has a complete understanding of what they are purchasing. This helps them comprehend the product better and in turn validates your recommendation.

Explaining how taxation works regarding life insurance is another opportunity to educate clients. While there are some circumstances where the estate tax comes into play, life insurance benefits are almost always delivered to beneficiaries income tax-free which is why many people choose to use life insurance to transfer their wealth. When tax or legal advice is required, you should always consult a licensed professional. Do not give legal or tax advice if you are not a licensed professional.

Record keeping is another crucial aspect of writing a policy. Keeping notes and records of the client's history will always help substantiate your recommendation if any discrepancies appear down the line. Also, record keeping helps when it is time to follow up with your clients. By having a detailed record, you can maintain a high level of personalized service. Also, most states require that you retain records for a specific amount of time. The length of time you must keep these records may vary, so check with your state to determine your requirements.

## Life Insurance Replacement Transactions

Over the years, the NAIC has established model regulations to protect life insurance consumers from abusive sales and marketing practices. These model regulations set forth standards and procedures for making recommendations to senior consumers. Disclosure statements found in the "Notice Regarding Replacement" form identify what kind of transaction is happening.

The standards and procedures help ensure that an insurance producer appropriately addresses the insurance needs and financial objectives of consumers at the time of the transaction. 1035 exchanges allow for the replacement of existing life insurance policies when the needs of an insured have changed or policy consolidation is in the client's best interest. Like in the example earlier, there are many types of policies that accrue cash value which no longer may be viable for the client. When encountered, a 1035 may be in the client's best interest.

## Compensation

### Calculating Your Commission

Calculating your commission is easy. First, you need to identify the first-year commission rate by looking at your commission schedule. From there, you will need to take the annualized premium (multiply the monthly rate by twelve if you're using monthly EFT) and subtract the policy fee (Platinum Eagle will include the policy fee in commission). After, you will take the remainder and multiply it by the first-year rate to get the commission.

Let's walk through an example with the following assumptions:

- First-year rate = 50%
- Monthly premium = \$50
- Policy fee = \$50

$$[(MP \times 12) - PF] \text{ FYC} = \text{Total First-Year Commission}$$

$$[(\$50 \times 12) - \$50] .5$$

$$(\$600 - \$50) .5$$

$$\$550 \times .5$$

$$\$225 = \text{Total First-Year Commission}$$

ELCO does allow a 75% advance as long as production and persistency standards are being met. To calculate your advance, simply take the figure above and multiply it by .75.

$$\$225 \times .75 = \$168.75$$

### Commission Statements

A weekly statement is sent to agents via mail showing the commissions earned over the past week. These statements are sent out every Thursday.

For questions regarding commissions, please contact our Agency Department at 888-240-3351.

## Marketing Items and Rules

ELCO Mutual provides its agents with sales and marketing materials designed to educate the client about the policy features and various options available to them. ELCO Mutual will periodically send materials out to its agents. However, agents can request additional marketing materials by emailing [marketing@elcomutual.com](mailto:marketing@elcomutual.com) or calling (888) 240-3351.

### Advertisements

ELCO Mutual requires all advertisements that mention ELCO or its product be approved by the home office prior to use.

Advertising is anything used to spark interest in an insurance product or company. There are different forms of advertising, including but not limited to:

Website Information

Direct Mail

Brochures

Newsletters

Newspaper Ads

Radio

Television

Emails

To request home office approval for an advertisement, a copy of the ad must be sent to our compliance team prior to use. A member of the team will review the advertisement and provide you with a written decision. If any issues arise, ELCO's team will offer suggestions on how to make the advertisement fall within the company's guidelines.

Please email all advertising reviews to [agency@elcomutual.com](mailto:agency@elcomutual.com).

## Important Forms

### Form Numbers

- Life Insurance Application - ICC16-LA16
- Golden Eagle - Whole Life Insurance - ICC19-WLP-19
- Platinum Eagle - Single Premium Life Insurance - ICC19-SPL19
- Accelerated Death Benefit Rider - ICC16-AccDBR16
- HIPPA Authorization Form - AUTH14
- Replacement Form - RNLIA
- 1035 Fact Sheet - FS1035-14
- Receipt - LR17
- Letter of Understanding for Trusts - TN-12-18

### Other Important Forms

- MIB Pre-Notice
- Direct Debit Authorization Form
- IRS W-9 Form

## State Approvals

The whole life products are approved in the following states:

- Alabama
- Alaska
- Arizona
- Arkansas
- Colorado
- D.C.
- Delaware
- Georgia
- Florida
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Mexico
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Pennsylvania
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Virginia
- West Virginia
- Wisconsin
- Wyoming

## Contact Information

You may need to contact the home office for a variety of reasons, as described earlier. Below is the contact information you will need to write business, service your clients, and file a claim. We always recommend picking up the phone and calling us if you have any questions.

### ELCO Mutual Life & Annuity

**916 Sherwood Drive**

**Lake Bluff, IL 60044**

Monday - Thursday: 8 AM - 4:30 PM (CT)

Friday 8 AM - 1 PM (CT)

Department	Phone	Fax	Email
Agency	888-240-3351	847-295-6342	agency@elcomutual.com
New Business	888-872-7954	847-295-6342	new.business@elcomutual.com
Policy Services	800-321-3526	847-295-6043	phs@elcomutual.com
Claims	800-962-8610	847-295-1145	claims@elcomutual.com

### Management Research Services (MRS)

#### *Teleunderwriting*

Phone: 844-442-9994

Monday - Friday: 8 AM - 9:00 PM (CST)

Saturday: 8 AM - 3 PM (CST)

# AGENT ACKNOWLEDGEMENT

## (Whole Life Insurance)

ELCO Mutual Life & Annuity requires a written acknowledgement by its agents that they have received, reviewed, and have a clear understanding of the whole life products by completing agent specific training materials.

***As an insurance producer, my signature below acknowledges that:***

- ELCO Mutual Life & Annuity has provided me with its product specific training regarding their final expense life insurance products and that I have read the materials and have a clear understanding of them.
- The product specific training is unrelated to any life insurance products course which may be required by any state in which I am licensed to sell life insurance or annuities.
- If I am required under any state regulation to obtain any Insurance Department approved continuing education or other state required annuity products, I have fulfilled this requirement as of the date below.
- I understand that I must provide proof of my producer license and proof of my completion of any state required training courses for ELCO Mutual Life & Annuity's records prior to submitting a life insurance application to them.

Therefore, I hereby certify that I have obtained and reviewed the required product specific training from ELCO Mutual Life & Annuity as provided to me personally by their Agency Department via pdf document.

Complete the signature area below.

Agent (printed name): \_\_\_\_\_ Date: \_\_\_\_\_

Agent's Signature: \_\_\_\_\_

Agent Number: \_\_\_\_\_ (Pending if Agent Code has not been assigned.)

**Return this page by fax: 1-888-240-3351 or email: [agency@elcomutual.com](mailto:agency@elcomutual.com).**

*ELCO Mutual Life and Annuity's Whole Life Insurance Agent Training Guide  
does **NOT** replace any state required training course.*

*For agent information only. Not intended for solicitation or advertising to the public.  
The content of this training document does not supersede actual policy terms or conditions.*