

FAQ's

Are there limits to how the benefit can be used?

No. The benefit can be used for any purpose the policy owner chooses.

Is a Conditional receipt required to be given for ALL products?

Yes, any time a check or money order payment is received with the application.

If a client buys \$20,000 now can they purchase additional benefits at a later date?

Yes. The client would simply complete an application for the additional amount at some point in the future.

Note: The additional amount would be issued based on the client qualifying for the additional coverage.

In the case of a family policy. If husband is 50 years old and wife is 40 years old. Which age do we use to provide the family quote?

It is better for the client if you use the younger of the two on the application in the proposed insure section and use their age to calculate the premium.

In the case of a family policy. When are kids dropped from the policy?

18 or 25 if they are full time students. (varies by state)

Can payments be directed to a beneficiary?

Benefits are paid directly to the insured; however, the insured can designate an alternate beneficiary.

Is the lump sum benefit for the entire family or each individual?

Each individual has coverage at the benefit amount selected at the time of purchase. (Children covered at 20% of base benefit)

Critical Illness Cash Plan



What happens to the Critical Illness Cash Plan policy when a family member is added?

The premium will change to:

- **Family** coverage if a spouse or spouse and children are added to an individual policy.
- **Single parent** coverage if a child or children are added to an individual policy

Note: Spouse and Children must be added at time of application when applying for ROP.

Can children are born to the family or adopted by the family can they be added to the policy?

Yes. Newborns and adopted children can be added within 30 days of birth or adoption.

At the end of the ROP for Critical Illness can you cancel the renewing ROP or must you continue?

You may cancel through customer service.

Critical Illness Cash Plan FAQ's (cont'd)

What happens to the premium when benefits reduce by 50% at age 70?

Coverage will continue at 50% of the original policy benefit amount. Premiums will not decrease. All remaining insured's on the policy will continue coverage at their original benefit level.

How is the Critical Illness Cash Plan different from a traditional medical plan?

Medical insurance reimburses the insured, or provider, for covered and approved medical services, procedures, equipment and prescription drugs. The Critical Illness Cash Plan pays a lump sum payment directly to the insured for a covered critical illness.

Can the policy be terminated for any reason?

A policy can be terminated for no payment after a 30 day grace period or upon request in writing by the policy owner.

In our training material it states under Eligibility "APS (ages 60 plus and at underwriter's discretion). Does APS stand for Attending Physicians Statement?

Yes

Critical Illness - If the applicant has a vascular problem can they still enroll in a Cancer and Other Illness or a Cancer plan?

Yes

If the policy were to lapse, can it be reinstated?

If a policy has terminated for the reason of non-payment after the 30-day grace period, a reinstatement application must be submitted. The member would be subjected to underwriting but instead of getting a new policy, the original policy would be reinstated.

When is the lump sum paid? Upon diagnosis? What if a member dies from the stroke or heat attack - does the plan pay to the beneficiary?

As it stands now, coverage is during the life of the insured. If diagnosis comes, before death the benefit will be paid. If diagnosis comes after death no benefit is paid.

One of the underwriting questions is b. Cancer: Cancer, including melanoma....or skin cancers? Does this include basal cell?

With this policy, agents will need to answer the questions and submit letting our underwriters make the determination on coverage. The questions for this policy are not accept / reject and will be subject to underwriting decision. We will need good details to any yes answers submitted with the application.

If a client buys \$20,000 now can they purchase additional benefits at a later date?

Yes. Any time you increase coverage the client will need to prove insurability.

Are benefits coordinated with other insurance, if any?

No. The benefits are paid directly to the policy owner regardless of any other insurance coverage.

If a client buys \$20,000 now can they purchase additional benefits at a later date?

Yes. The client would simply complete an application for the additional amount at some point in the future.

