

Banner Life How to Guide- OAKTREE BROKERAGE

Submission:

All new business applications must be submitted using the Advisor App found on the Legal and General website at www.lgamerica.com Please see page 2 for more information.

This new application is a fillable PDF and is now accessible in the Forms section of their Partner Dashboard.

- **ALL** clients will be required to provide an email address.
- Please see page 2 for FAQ and additional details on what will be **required** from you and the client.

Checking Case Status:

- Agents will need to register on the carrier website at www.lgamerica.com for case statuses, however, you will receive regular case status emails from your case manager at OAKTREE.
- Please be sure to have the policy number and client name available during all correspondence.

Requirements and Monies:

- Please be sure to include the policy number on any premiums mailed.
- Mailing address is:

OAKTREE Brokerage
11166 Fairfax Boulevard, Suite 300
Fairfax, VA 22030
Attn: Brokerage Services

- Please do not send checks without a policy number. This could delay issue.

Contracting and Commissions:

- OAKTREE uses SURELC for agent contracting. Please contact your Life Sales Rep for details.
- All commission questions should be referred to your Life Sales Rep.

Illustrations and Marketing Support:

- Agents needing illustration and/or marketing support should contact their Life Sales Rep or a member of the Sales Support Team at 800-842-9124 ext. 113 or email them at salesupport@otfc.com

Digital Migration FAQ



What's changing?

1. We are introducing an alternative paper application to our traditional paper app.
2. Application process changes for our traditional application.

Is there a new application?

Yes, there is a new application (ICC17-LIA(9-17)). The new and improved application comes in a 'fillable PDF' format allowing advisors to complete the application from any electronic devices. This new application can be found in the Forms section of our Partner Dashboard.

What will happen to the the current paper Life Insurance Application (LIA)?

The current LIA can continue to be used until we decide to retire it at a future date. The current LIA will process as usual until the cutover/deadline date after which they will be processed through our digital platform.

Before the cutoff date, is there a difference in between the traditional and new application?

Yes, the traditional application will be processed as usual and you will be required to order labs. The new application will be digitally processed and you do not order any labs or APS.

What do I need to submit if I use the new application?

Only Part 1, Part 2, and the Agent Report will be required.

Does this change impact the customer experience?

Yes, this change does impact the customer experience and we need your help to set expectations. Clients must follow the steps outlined below in order for their application to be processed.

1. Client **MUST** provide their email address when submitting paper applications.
2. After the cutover/deadline date, traditional paper applications will generate an email that will be sent to the client. The new application already does this.
3. The client will log into the online application and complete authorizations and sign their application.
4. In addition to the submit process change, we will email the client directly for any necessary requirements.
5. Once approved, the client can pay and download their policy online.

What happens on my cutover date/deadline?

All paper applications, regardless of which version is used, will be processed through our digital platform enabling your customers to take advantage of all its benefits including accelerated underwriting.

Does this change impact New York?

New York is not a part of this transition. New York can continue to use paper applications or drop tickets for non-replacement cases.



For more information, visit lgamerica.com/digitalapp