Transamerica's Non Face-to-Face Application Guidelines

As an advisor, selling insurance can be a challenge, especially if you are unable to meet with your client in person to have the application form signed.

Although it is always preferable to have direct contact with your client, we understand that there may be situations when it just isn't possible. This is why we believe it's important to provide you with a list of guidelines to help you collect non face-to-face applications.

Here's what you need to know:

1. Does this process apply to all of Transamerica's insurance products?

The process is only applicable to term insurance products (including the Critical Illness Protection Rider) where a paramedical is a requirement based on our age and amount chart. You cannot collect non face-to-face applications with any other Transamerica products.

2. What about medical questions? Do they need to be answered?

Medical questions do not need to be answered since a paramedical is required. The attending nurse will ask all medical questions as required.

3. What do I need to know about signatures?

- The signatures in the application must be witnessed by an independent third party who is not related to the proposed insured(s) or the policy owner(s).
- You cannot witness the client's signature as you are not present when the client signs the application.
- The name of the individual who has witnessed the signature should be printed on the application, as well as his/her relationship to the insured.

4. Licensing Requirements

You must be licensed in the province where the policy owner resides and signs the application.

5. Due Diligence*

As part of due diligence, before making the sale, you must provide the following to the client:

- Conflict-of-interest disclosure
- Transamerica Application Notices (page i of the Application)
- Appropriate advisor disclosure as required by the province where the sale is taking place

*Please note that these steps form only part of your due diligence responsibilities on behalf of your client. You must ensure that all other required practices are observed.

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Here's what you need to know: *continued*

6. What about the TIA?

Payment must be submitted with the application to Transamerica's Head Office and must be cleared through the client's bank. Once this is done, and the remaining terms and conditions are met, the TIA will then go into effect. The advisor also needs to provide TIA receipt and Terms and Conditions to the client.

7. Options A and B (Before choosing Options A or B, you'll need to receive approval from the Head Office in order to proceed)

A) Complete the application over the phone and mail the application to the client.

- Ask the client to confirm the answers are correct, make any amendments and initial them, and send it back, signed, to your office or to the distributor's office.
- Be sure to complete the "Advisor's Report" section of the application before submitting it to Transamerica Life Canada.

B) Complete the application over the phone and mail it to the service provider performing the paramedical.

- Have in place a third-party agreement with the service provider who will witness, collect the signature and verify the identity of the proposed insured(s) and owner(s).
- The service provider can then send the application back to you or to the distributor office for submission to Transamerica.
- Transamerica will not be responsible for fees associated with this process.
- You must provide a copy of his or her written process and the third-party agreement with the service provider.
- Upon receipt of documents, Transamerica Life Canada will review and advise of your approved options.

8. New Policy Replacing An Existing Policy

If the new policy is replacing an existing policy, you are required to send us the appropriate disclosure forms with the application.

Reminder: To ensure coverage continues for the client, keep the previous policy inforce until the new policy is settled.

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