

SBLI Frequently Asked Questions:

New Business/Policy Holder Services	
Does SBLI have a self-service website for existing clients where they can manage their own accounts?	Yes, SBLI policyowners can manage their policy information once the policy has an "issued and Paid" status on a secure website. The website address is www.mysbli.com
Can Centrian policyowners manage their own accounts via a secure website?	Yes, Centrian has its own secure website. Access to manage the account is granted once a policy has a "Issued and paid status". The address is www.mycentrian.com
Can policyowners manage their annuity information on a secure self-service website?	Yes, policyowners can manage their annuity information on the appropriate secure website either www.mysbli.com or www.mycentrian.com
Do you still offer Common Billing Discount?	With the implementation of our new lower rates, the Common Billing Discount is no longer available for new sales effective December 1, 2010 . Please note, we will continue to support existing policies previously issued with the common billing discount.
Do you take credit cards?	For initial premium only. VISA or MasterCard only.
Do you accept EFT?	Yes, statement savings and checking accounts.
What modes do you accept for EFT?	Any Modal Premium can be created for EFT.
What if I want EFT but not for the initial premium?	Send the initial premium prior to the form being submitted or with a completed EFT form. The EFT will not be added until the payment is received.
What is the earliest available "backdate" to save age?	Up to six months from the Application signature date.
Do you accept money orders?	Yes, up to a maximum \$3,000.
Do you accept electronic documents?	Yes
Do you "future date" policies?	No
Does SBLI offer conversions?	Yes, subject to policy provisions.
How many months of premium do you require in making a policy in force?	Modal premium, two months for EFT unless backdating to save age.
Do you offer a Conditional Receipt Agreement?	Yes, see state specific forms for Rules and Conditions. (A-90 series)
What forms of payment do you accept for Conditional Receipt? Do you require two month's premium?	Check, EFT, money orders and credit card (initial premium only) accepted. Payment based on selected frequency is required. If monthly, two month's premium is required. The application, payment, and conditional receipt form must all have the same date.
How does EFT work with new policy issue?	All issue effective dates are "current dated" or

	“backdated to save age.” As a result, once a policy is issued, the pre-note automatically continues for 10 days, and on the 10 th day, the EFT draft will occur.
What happens if a policy is rated? Is it issued immediately or is the agency notified? What about billing?	Once it is determined a policy is rated, the rating and reason is relayed to the agency. Agency has ten days to respond, and the policy will either be issued or the file closed as Declined/Incomplete.
How do I prevent EFT if I need more time to deliver the policy?	Email records@sbli.com or call customer service to request the removal of the EFT. Or, do not send the EFT authorization until the customer has accepted the policy.
At what point do I need to return the original policy to SBLI?	When cancelling an in-force policy or filing a claim.
When must policy delivery requirements be received by SBLI?	Within 45 days of policy print date.
Where do I send applications and requirements?	E-Mail: RECORDS@sbli.com Fax: (781) 935-6174 Mail: SBLI - Records 1 Linscott Road Woburn, MA 01801
COMMISSIONS	
How do you pay commissions?	Commissions are paid via EFT on a bi-weekly basis as earned on a net basis. Commission statements are available on SBLIagent.com.
When are commissions paid?	On the next scheduled commission cycle after premium payment is received.
Can assign my commissions to another entity?	Yes, provided entity is also licensed in the state you are selling. Provide a completed Section V of the bio form, along with the Tax ID and a completed W-9 for the Corp. Also, the EFT form must match this information.
UNDERWRITING	
What Parameds are approved?	APPS, EMSI, Exam One, Healthmasters, Portamedic, and Superior Mobile Medics.
How long are Labs and exam results valid?	Six months, but after 120 days, it is the underwriter’s discretion whether to obtain either a Good Health Statement, non-med Part 2, or if necessary a new lab/exam.
Will SBLI accept Paramed & Labs from another carrier?	Possibly; an SBLI-signed non-medical Part 2 is required. SBLI maintains the right to obtain own Paramed and Labs, if needed.
Can agencies order APS?	Yes, ask SBLI Brokerage for requirements.

What types of US VISA or Residency cards accepted?	Non-US citizens living in the US that have the intention of permanently residing in the US will be considered. However, parameters outline specific temporary visa types and conditions are listed under the complete Underwriting guide available for download on SBLIAGENT.com.																
Will we accept applications from overseas?	An application must be accepted in a state in which SBLI is licensed.																
Who are your reinsurers?	Swiss Re and TransAmerica																
What is your auto bind and retention limit?	<p>Auto Binding Limit: \$5 Million Jumbo Limit: \$20 Million Retention: \$500,000 (except as noted below)</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="4" style="background-color: #ffff00;">SBLI Retention</th> </tr> <tr> <th style="background-color: #ffff00;">Issue Ages</th> <th style="background-color: #ffff00;">Standard</th> <th style="background-color: #ffff00;">Tables A-E</th> <th style="background-color: #ffff00;">Tables F & above</th> </tr> </thead> <tbody> <tr> <td>Ages 0-60</td> <td>Auto \$500,000</td> <td>Auto \$100,000</td> <td>Fac 100%</td> </tr> <tr> <td>Ages 61+</td> <td>Auto \$500,000</td> <td>Fac 100%</td> <td>Fac 100%</td> </tr> </tbody> </table>	SBLI Retention				Issue Ages	Standard	Tables A-E	Tables F & above	Ages 0-60	Auto \$500,000	Auto \$100,000	Fac 100%	Ages 61+	Auto \$500,000	Fac 100%	Fac 100%
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LICENSING/AGENT SET UP																	
What are SBLI's PreAppointment States?	Currently, there are no PreAppointment States. Consider timing if file building																
Does SBLI require E&O coverage?	Yes, \$ 1 million in coverage. Declarations page copy is not required as long as all information regarding E&O is completed in section VII of Bio Form.																
Can an agent assign commissions to a corporation?	Yes, Section V of the bio form must be completed as well as a W-9 for the Corp and a copy of the Corporate license.																
Is anything mailed to an agent's home address?	Welcome kits are mailed to agent's home address at time of set up. Otherwise, all mail will be sent to General Agent except in the case of a compliance issue, which is mandated to be sent to an agent's home address. Please notify SBLI of all address changes.																
How do I request an update to an agent's address?	Send the request to records with the agent number included.																
Once an agent is set up, does SBLI require additional state licenses or state updates?	No, only a copy at time of initial setup is required. An automatic process is set up with New Business and Licensing, which notifies licensing to obtain any additional licenses needed from the NIPR database.																

Miscellaneous	
What are the SBLI Modal factors?	Monthly: .087, Quarterly: .26, Semi: .51
What are your rate bands?	Band 1: \$100,000 - \$249,999 Band 2: \$250,000-\$999,999 Band 3: \$1,000,000 and up
From which vendors do you accept electronic policy application image feeds?	Currently Paperclip, Exam One Business Solution/Intellisys, and Portamedic.
Where can I run quotes?	Our rates and forms are available on IPipeline, Compulife, and VitalTerm. SBLI's illustration software and forms can also be downloaded via SBLIAgent.com.
Is your software available on a CD?	No. Files can be accessed on our agent site, SBLIAgent.com, by clicking on "Sales Support," then "Software."
What are your Ratings?	A+ Superior with A.M.Best (18 th consecutive year), and B+ Good Financial Strength with Weiss Ratings.
Where can I find rates for Discontinued Annuity Products?	On SBLIAgent.com's home page.
Are your forms available in a "fillable" format on any sites?	SBLI's application-related forms are on LaserApp, and applications can be completed using SBLI's illustration software on SBLIAgent.com.
<p>What is your definition of disabled to waive premium on a policy?</p> <p>(Please Keep in mind SBLI Waiver of Premium is not available in all states – please view agent site for specifics)</p>	<p>Total Disability</p> <p>The Insured's disability is considered "total" only if it meets all of the following conditions:</p> <ul style="list-style-type: none"> • It results from bodily injury , disease, or from mental disease. • It starts after the issue date of this rider. • It prevents the Insured from working for pay or profit. <p>The Insured may be a full-time student who receives no pay for his or her work. In this case, the Insured will be considered totally disabled if the disability prevents him or her from working as a student.</p> <p>For the first 36 months of total disability, "working" means doing what was the regular work of the Insured immediately before the total disability started. Afterwards, "working" means doing work for any pay or profit.</p> <p>Any of the following will be considered as total disability, even if the Insured is not prevented from working:</p> <ul style="list-style-type: none"> • Permanent and total loss of sight in both eyes. • Permanent and total loss of use of both hands or both feet • Permanent and total loss of use of one hand and one foot.