

Legal & General America **Digital Platform Enhancements** 

### **Jim Grauel**

**Key Accounts Vice President** Distribution



# Behind the stats, are people

Our claims story: Being there when people need us most



### Over \$1 billion

is the value of claims paid in a year

### 3,686 families and businesses

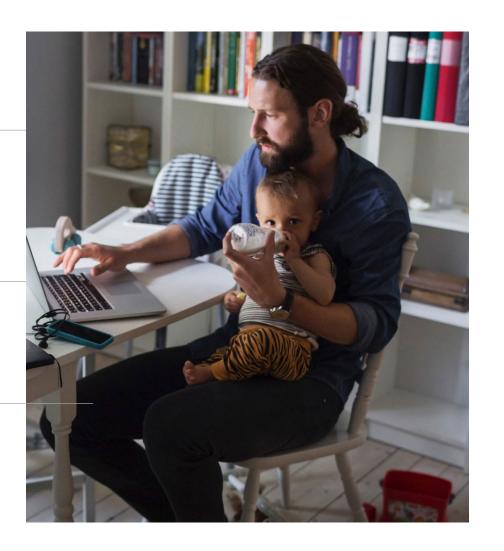
across the country were the beneficiaries of Legal & General America policies in 2020

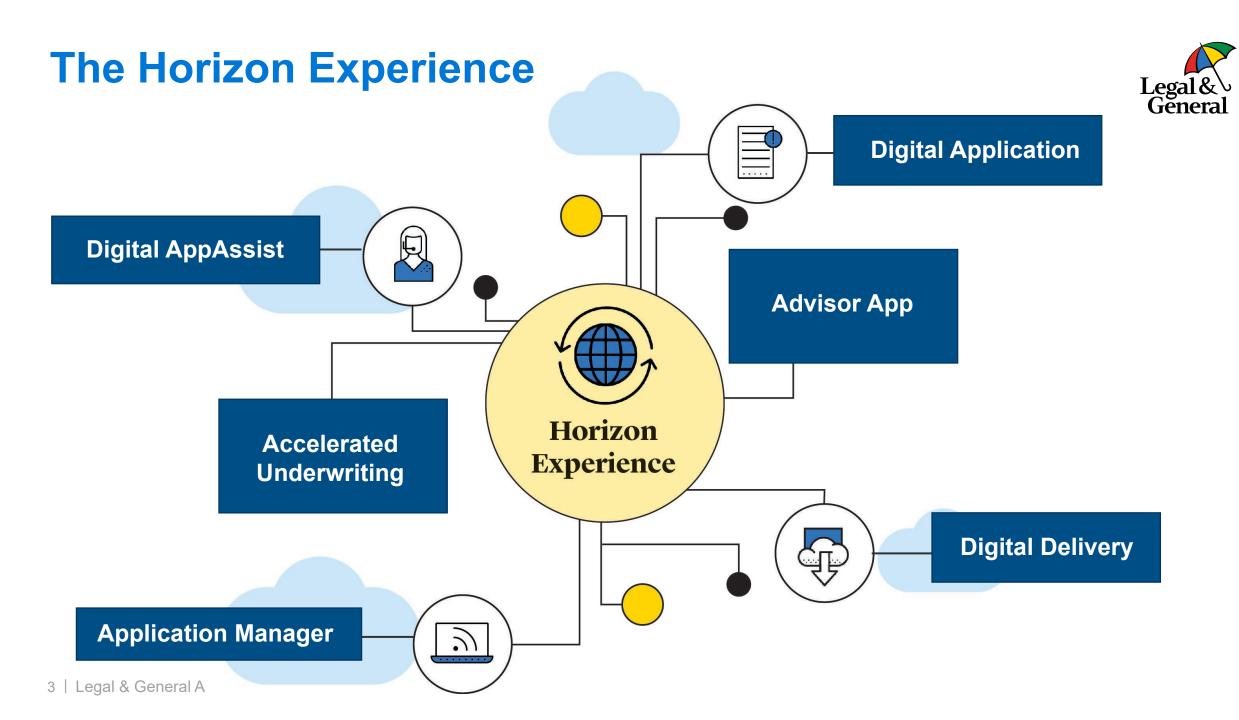
### 1.5 million

policy owners counting on us

### 99.9% of claims

were paid in 2020 within one business day







**Business Insurance for a** Sample Scenario



### **Sample Scenario Details**

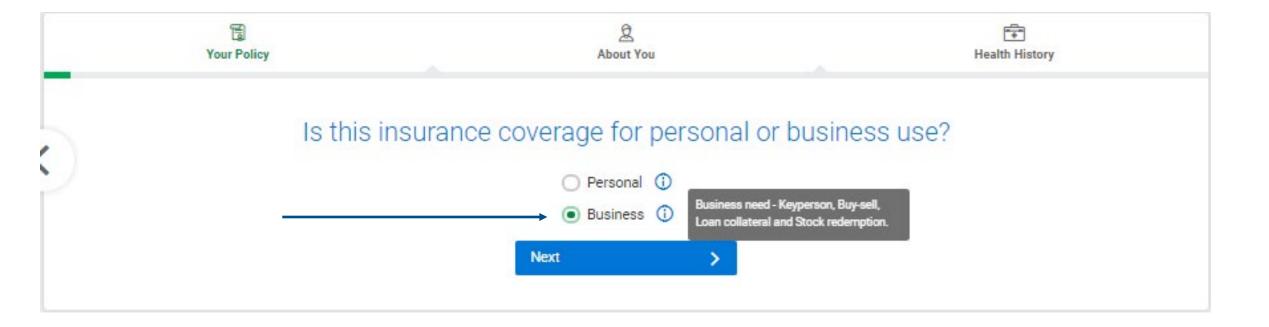
#### Overview



- Type of Business: Sole Proprietor
- Need for Business: Loan Collateral
- PI as PO
- Primary Beneficiary: Other
- Contingent Beneficiary: All law full children equally
- Collaterally Assigned: Yes

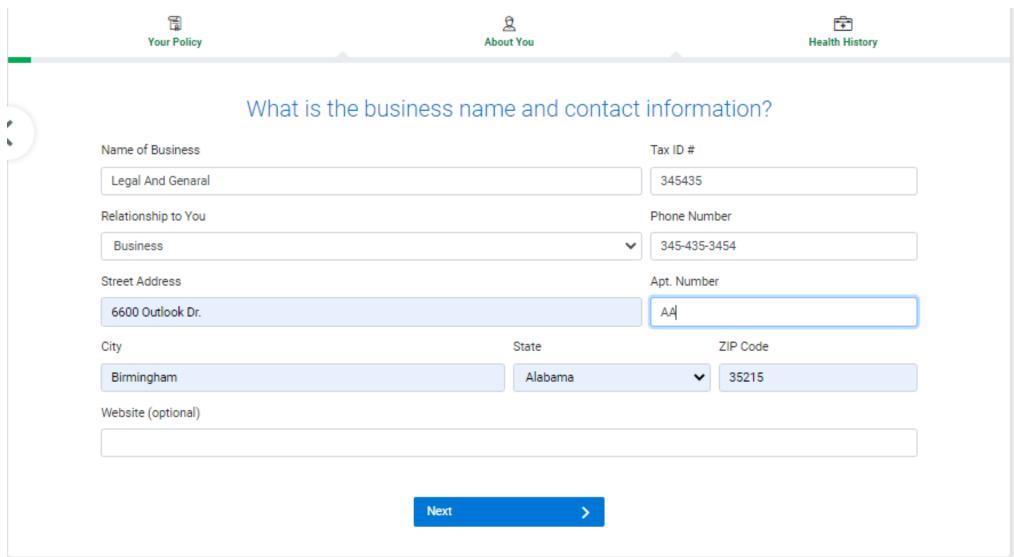
### **Purpose of Insurance Screen**





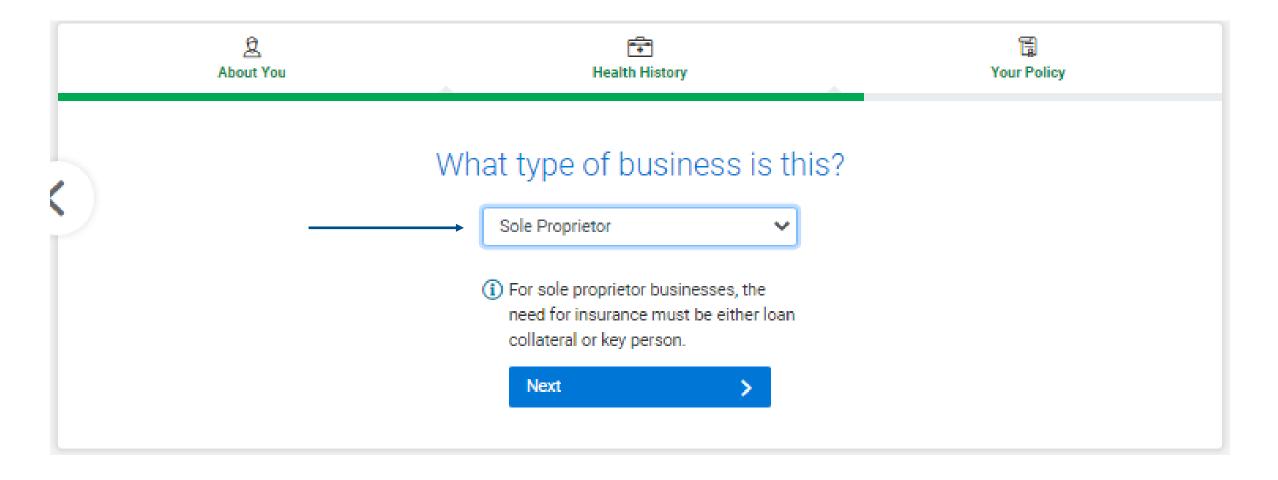
### **Business Information Screen**





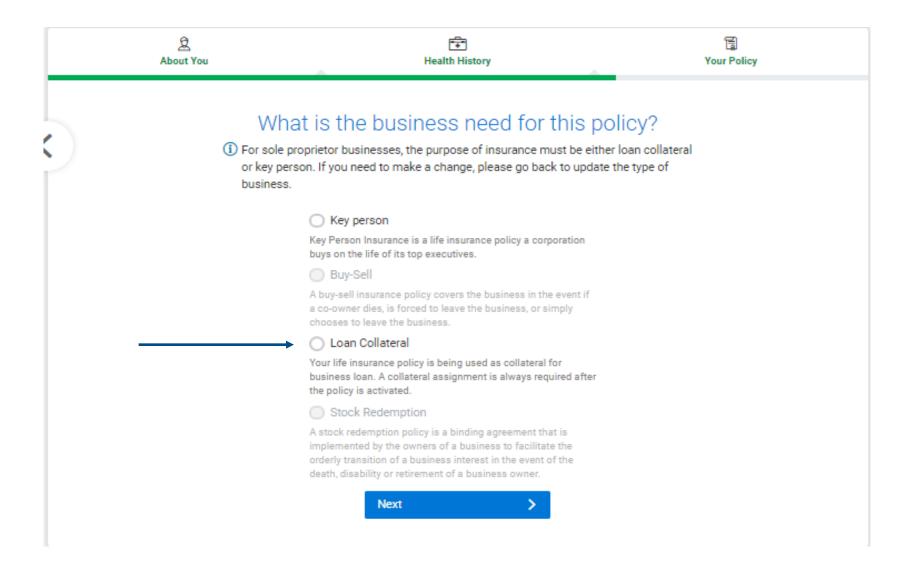
## **Type of Business**





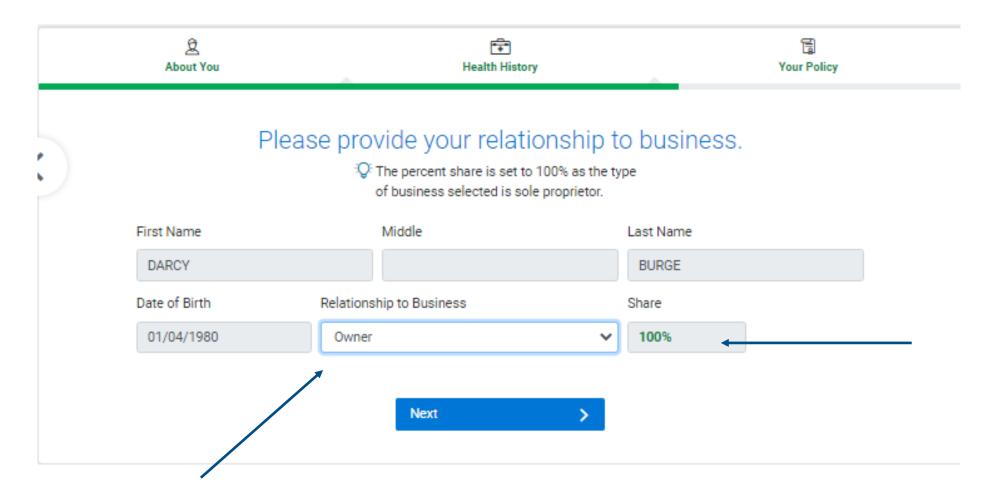
### **Business Need**



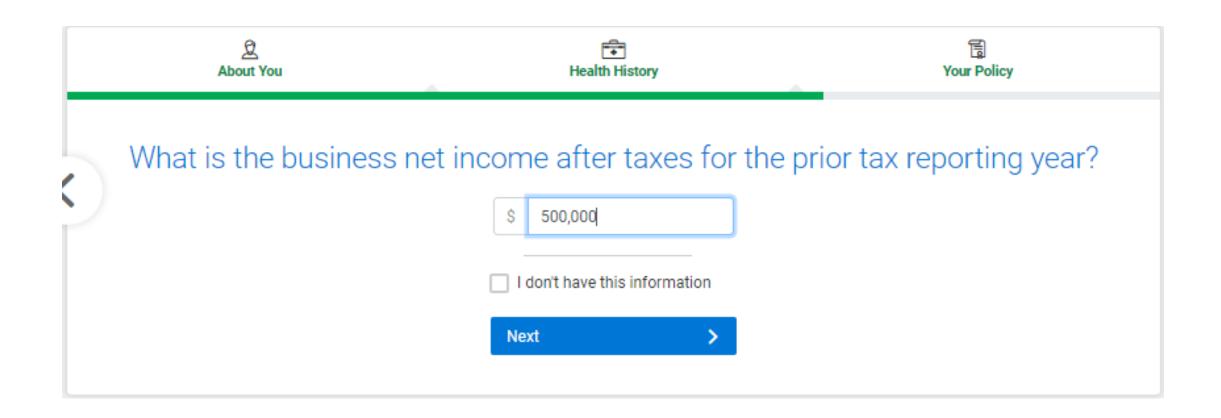


### **Business Relationship**

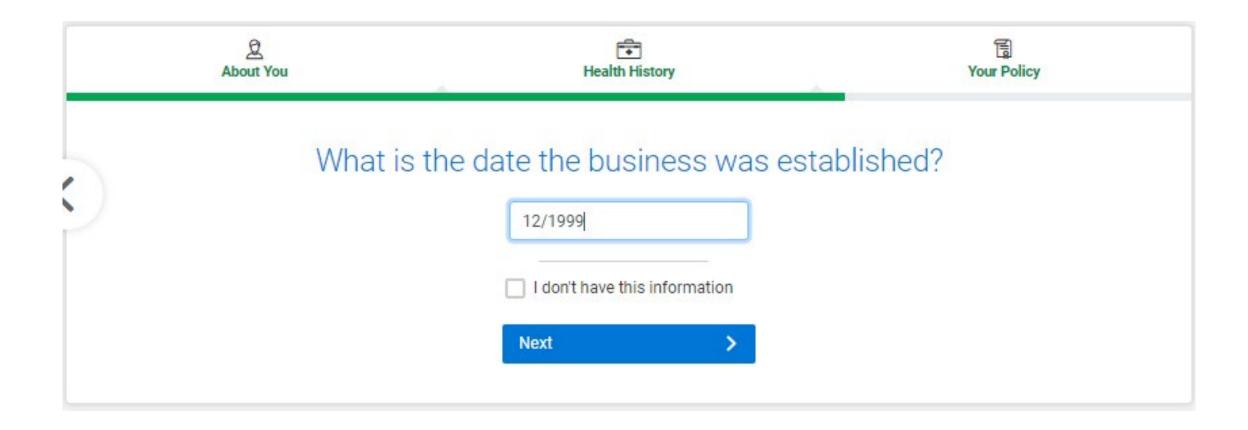




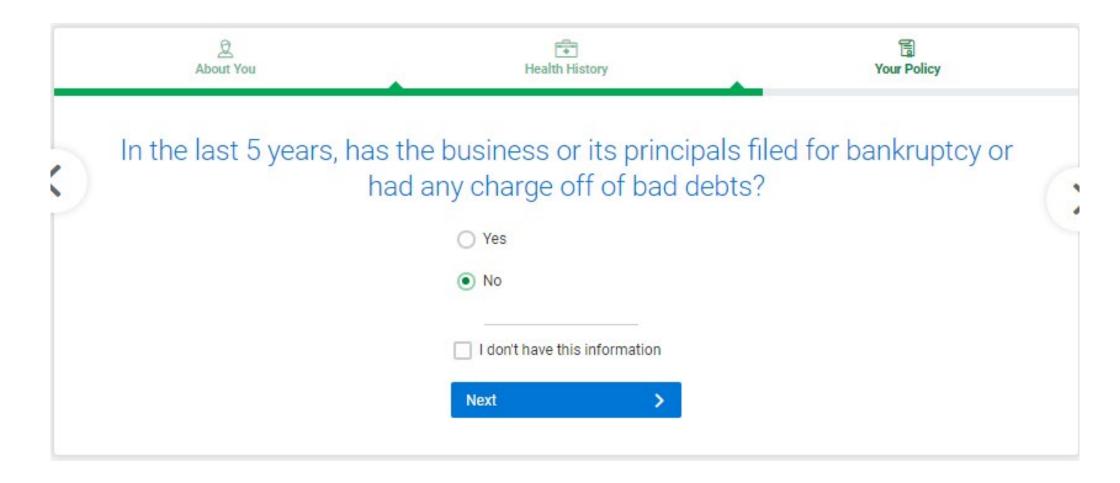




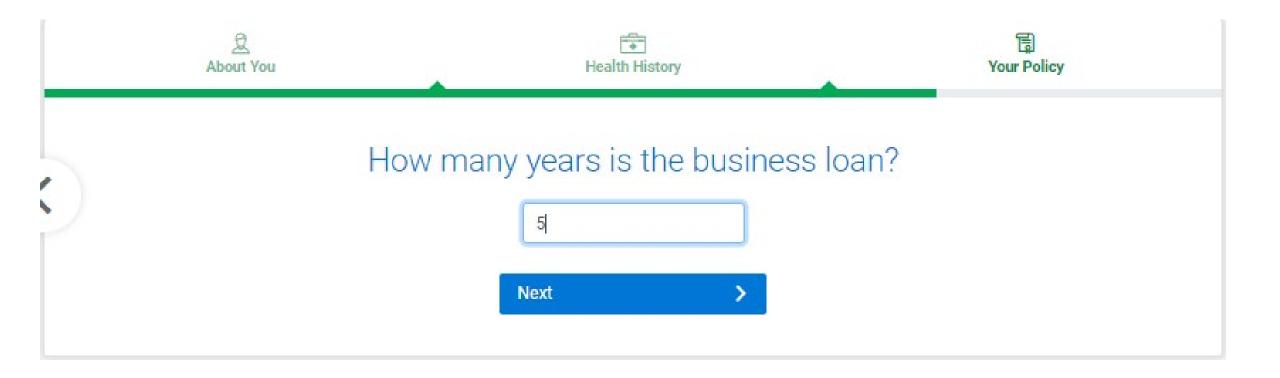






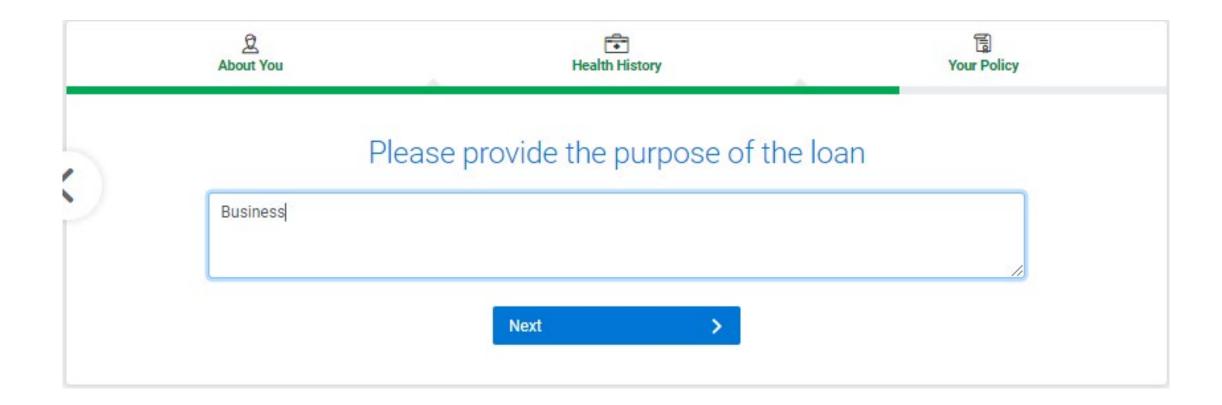






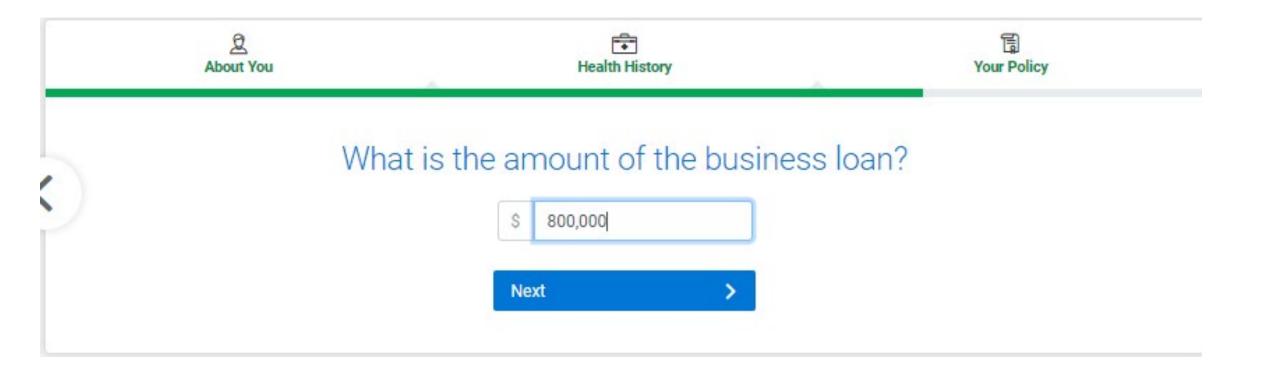
### **Loan Collateral Specific Questions**





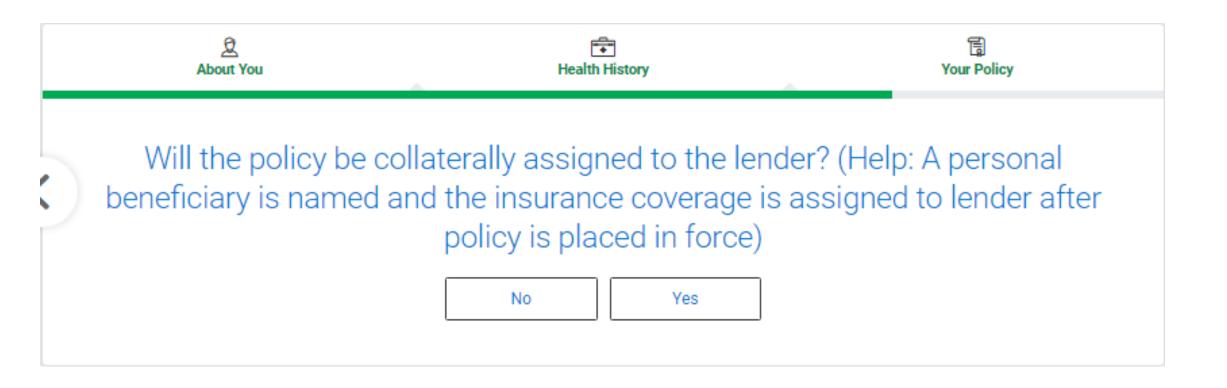
## **Loan Collateral Specific Questions**





### **Loan Collateral Specific Questions**





# **Primary Beneficiary**





### Who would you like to be your primary beneficiary?

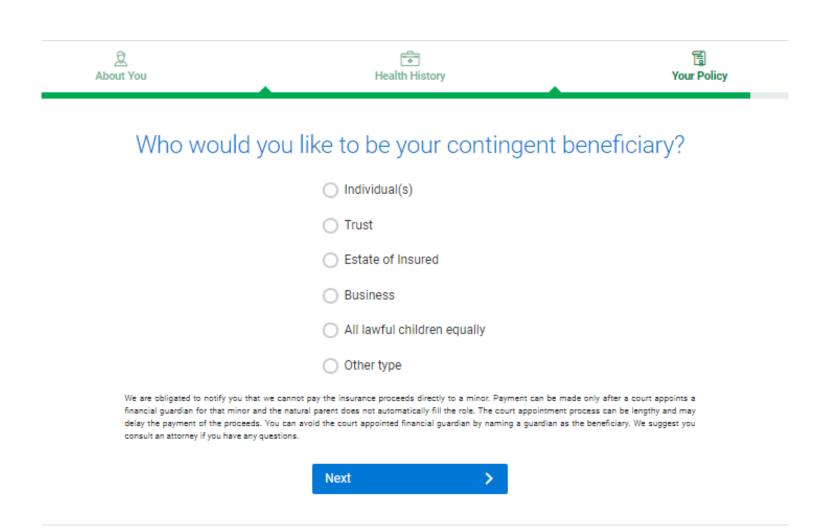
O Individual(s)
○ Trust
Estate of Insured
Business
All lawful children equally
Other type

We are obligated to notify you that we cannot pay the insurance proceeds directly to a minor. Payment can be made only after a court appoints a financial guardian for that minor and the natural parent does not automatically fill the role. The court appointment process can be lengthy and may delay the payment of the proceeds. You can avoid the court appointed financial guardian by naming a guardian as the beneficiary. We suggest you consult an attorney if you have any questions.



# **Contingent Beneficiary**







# **Get More Get Less** (Customer)



### Eligibility and Limitations for Client View of Offer



### Get More eligibility

- Face amount not greater than \$2,000,000
- Insured is less than 71 years old
- Insured income more than \$25,000
- No table ratings
- No additional underwriting requirements for the increase in coverage (including business financial information)
- No business insurance
- No multiple applications
- Flat extras, Waiver of Premium, and Term Riders all eligible
- Owner = Payor

### Eligibility and Limitations for Client View of Offer

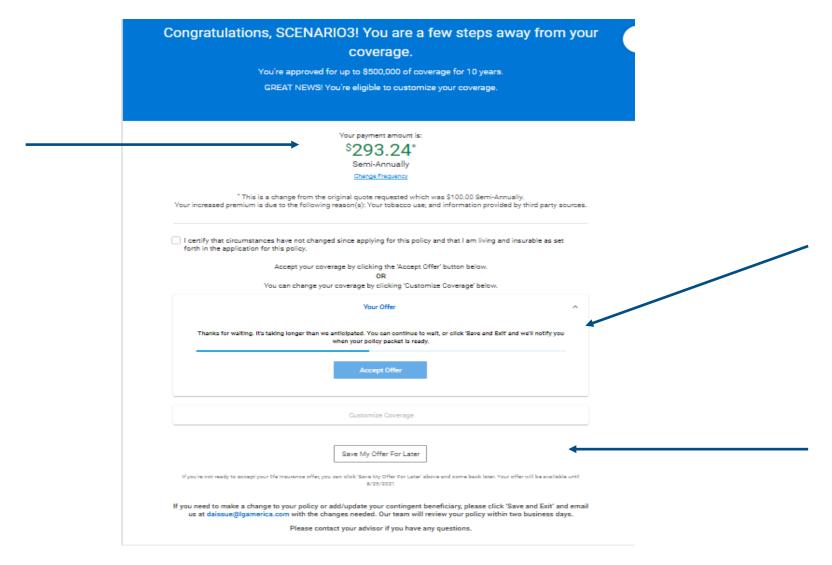


### The increasing of coverage/duration will be limited by underwriting rules:

- •Limited to changes that do not result in additional evidence requirements
- Limited based on premium to income calculations
- •Limited to changes that would not impact riders (i.e. a decrease in duration resulting in the need to remove a term rider)

### Client Offer Screen with Customization Option





### Client Offer Screen – Your Offer Section



Your payment amount is: \$66.63 Semi-Annually Change Frequency I certify that circumstances have not changed since applying for this policy and that I am living and insurable as set forth in the application for this policy. Accept your coverage by clicking the 'Accept Offer' button below. You can change your coverage by clicking 'Customize Coverage' below. Your Offer Please read and review your policy - Keep In mind your policy will not be active until your first payment is made and finalized on the next page. Once we receive your payment, your policy's effective date will be updated. Preview Your Policy Packet By checking this box, I confirm that I've read my Policy Packet. Accept Offer Customize Coverage Save My Offer For Later If you're not ready to accept your life insurance offer, you can click 'Save My Offer For Later' above and come back later. Your offer will be available until

# Client Offer Screen – Customize Coverage Section



		\$66.63		
	5	Semi-Annually		
	15.1	Change Frequency		
I certify that circumstances h forth in the application for th		applying for this po	olicy and	that I am living and insurable as set
A	ccept your coverage by		t Offer't	button below.
You	can change your covers	OR age by clicking 'Cus	tomize (	Coverage' below.
		Your Offer		
		istomize Coverage ated. You will need to	re-sign it i	in order to continue. Please note, offer can
only be customized once.				
	Original	Customiza		Limit Range (i)
Coverage Amount	\$300K	— 3300К	+	\$300K - \$480K
Coverage Amount Coverage Length	\$300K	- 3300K	+	3300K - 3450K

# **Client Offer Screen – Get More Options**



Your payment amount is: \$66.63 Semi-Annually Change Frequency				s:	nent amount is	our paym	γ	
Semi-Annually								
Semi-Annually					6.63	\$60		
Channe Franciscov								
Committee Commit					e Frequency	Change		
I certify that circumstances have not changed since applying for this policy and that I am living and insurable as set forth in the application for this policy.		I am living and insurable as set	nd that I am living ar	olicy and	ving for this po	nce apply		
Accept your coverage by clicking the 'Accept Offer' button below.		n below.	button below.	t Offer' b	ing the 'Accep	e by clicki	cept your coverage	Acc
OR			_					
You can change your coverage by clicking 'Customize Coverage' below.		age' below.	Coverage below.	tomize C	clicking 'Cus'	verage by	an change your co	You ca
Your Offer V	~	~			ur Offer	You		
Customize Coverage	^	^			ize Coverage	Customi		
Based on your customization , a revise offer will be generated. You will need to re-sign it in order to continue. Please note, offer can only be customized once.		er to continue. Please note, offer can	it in order to continue.	re-sign it i	You will need to	enerated. \	revise offer will be g	
Original Customiza Limit Ranga 🕦		mit Range (1)	Limit Range (1)		Customize		Original	
Coverage Amount \$300K — \$300K + \$300K - \$450K		300K - \$450K	\$300K - \$450K	+	\$300K	_	\$300K	Coverage Amount
Coverage Length 10 Years — 10 Years + 10 - 40 Years		1. 40 Vene	10 - 40 Venes		10 Vene		40.90	Common l
Contract Lington 10 Years — 10 Years — 10 Years		)-40 Years	10-40 Years	+	10 Years	_	10 Years	Copyrania
I confirm that I have customized this offer, a revised offer will be generated and GETMORE will resign the application. The application packet will be updated based only on the changes made for coverage amount and coverage length.								
Accept Customized Offer Keep Original Offer		ffer	ginal Offer	Keep Origin		l Offer	ccept Customized	Ad
				_				_
Accept obsidinces ones								

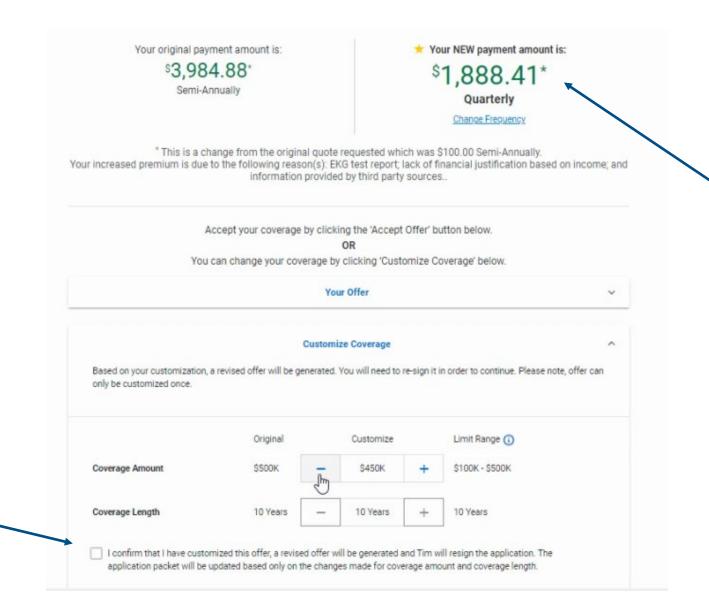
# **Client Offer Screen – Get Less Options**



	Original		Customize		Limit Range 🕡
Coverage Amount	\$500K	-	\$500K	+	\$100K - \$500K
Coverage Length	10 Years	_	10 Years	+	10 Years
	Accept Customized (	Offer	Von	p Origina	Office

### Client Offer Screen with Old & New Premiums

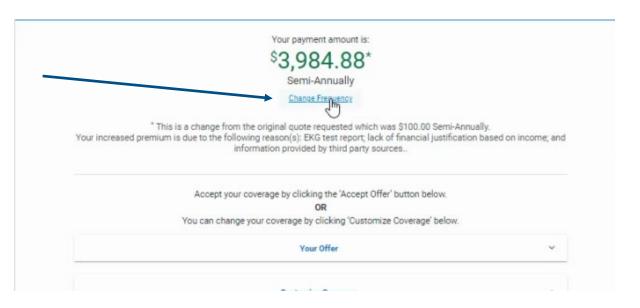


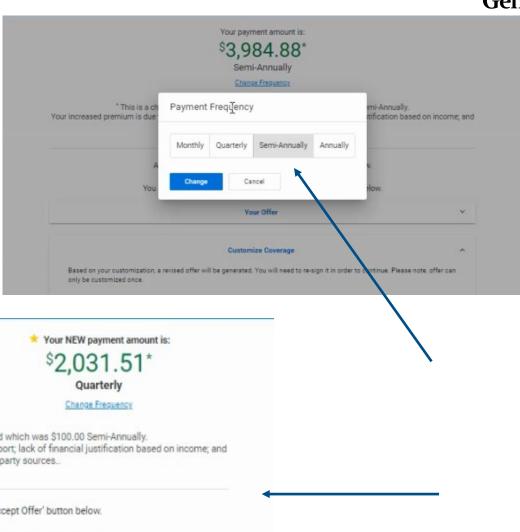


## Client Offer Screen – Change Billing Frequency

Your original payment amount is:







# Client Offer Screen – Accept Customized Offer

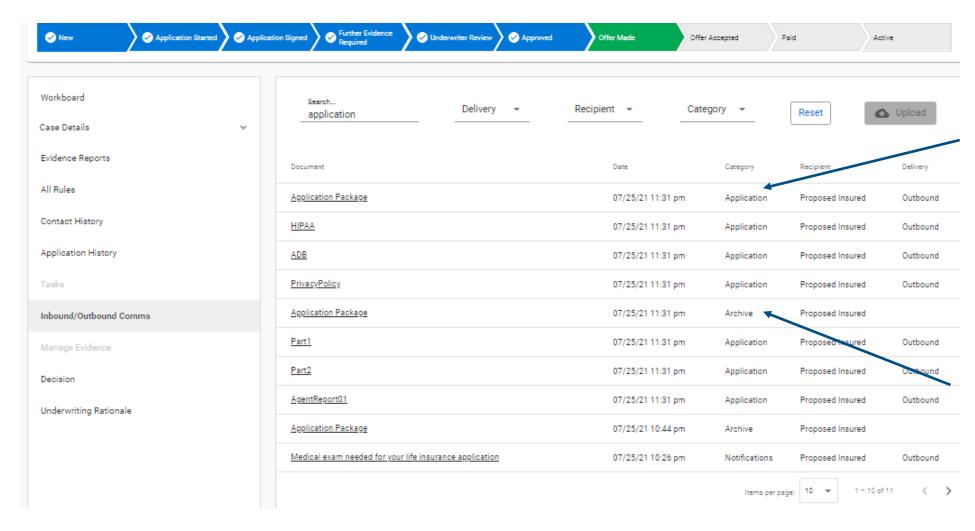


\$3,98 Semi-A					1,264.14* Quarterly	
					Change Frequency	
	to the following reas	on(s): EK		lack of fi	0100.00 Semi-Annually. nancial justification based on in	come; and
	Accept your coverage	by clicki	ng the 'Accept	Offer' bu	utton below.	
You	I confirm that I've o	customize	ed my offer an	d accept	t my new Ow.	
	10-year term life in	surance p		0,000 of		~
	at pro		71204.14 Qua	uciny.		_
	Accep	ot Offer	Cance	d		^
Based on your customization. only be customized once.	a revised offer will be g	enerated. \	fou will need to	re-sign it i	n order to continue. Please note, offe	ercan
	Original		Customize		Limit Range 🕠	
	Arnov	-	\$300K	+	\$100K - \$500K	
Coverage Amount	\$500K					
•					1	
Coverage Amount  Coverage Length	10 Years	-	10 Years	+	10 Years	

# **Application Manager**







## Client Offer Screen – Keep Original Offer



Your original payment amount is: \* Your NEW payment amount is: Your original payment amount is: \* Your NEW payment amount is: \$795.95\* Semi-Annually Change Frequency Change Frequency \* This is a change from the original quote requested which was \$100.00 Semi-Annually. \* This is a change from the original quote requested which was \$100.00 Semi-Annually. Your increased premium is due to the following reason(s): Your tobacco use; and information provided by third party sources. Your increased premium is due to the following reason(s): Your tobacco use; and information provided by third party sources. I certify that circumstances have not changed since applying for this policy and that I am living and insurable as set forth I certify that circumstances have not changed since applying for this policy and that I am living and insurable as set forth in the application for this policy. in the application for this policy. Accept your coverage by clicking the 'Accept Offer' button below. Accept your coverage by clicking the 'Accept Offer' button below. You can change your coverage by clicking 'Customize Coverage' below. You can change your coverage by clicking 'Customize Coverage' below. Your Offer Your Offer Customize Coverage Please read and review your policy - Keep in mind your policy will not be active until your first payment is made and finalized on the next page. Once we receive your payment, your policy's effective date will be updated. Based on your customization, a revised offer will be generated. You will need to re-sign it in order to continue. Please note, offer can Preview Your Policy Packet only be customized once. By checking this box, I confirm that I've read my Policy Packet. Original Customize Limit Range (i) Accept Offer Coverage Amount \$500K \$600K \$500K - \$650K 40 Years 35 - 40 Years Coverage Length Customize Coverage I confirm that I have customized this offer, a revised offer will be generated and SCENARIO3 will resign the application. The application packet will be updated based only on the changes made for coverage amount and coverage length. Save My Offer For Later Accept Customized Offer Keep Original Offer

### **Default Client Offer Screen with No Option to Customize**



Your Offer	Your Payment	Finalize
	, DARCY! You are a few ste coverage. 're approved for \$100,000 of coverage for 1	
Your premium will be \$159.1	Due to information provided by third party source 1 semi-annually/first 3 years then \$57.11 semi-annual Change Frequency	
forth in the application for this  Please read and review your policy	ve not changed since applying for this policy and that policy.  7 - Keep in mind your policy will not be active until your policy's effective date will be up	ur first payment is made and finalized
	Accept Offer  Save My Offer For Later  surence offer, you can click 'Seve My Offer For Leter' above and core	me back later. Your offer will be available until
	our policy or add/update your contingent beneficiary n with the changes needed. Our team will review you Please contact your advisor if you have any questic	r policy within two business days.
	year year and in year mark only question	

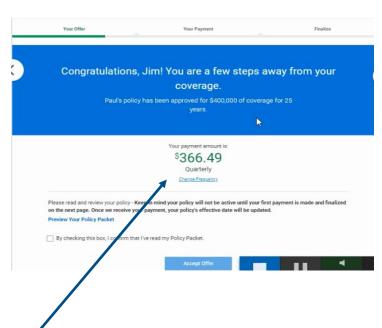
### **Client Offer Screen – Flat Extra**

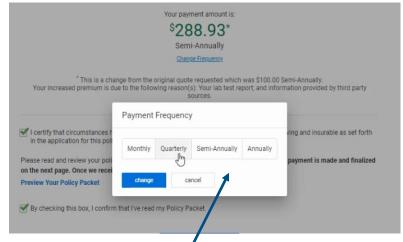


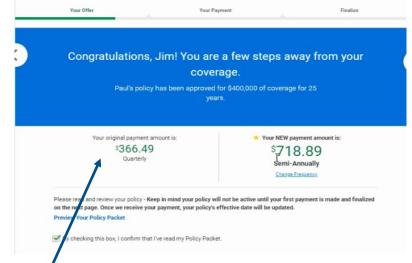
Your premium will be \$135	57.12 semi-annually/first 2	years then \$520.72	semi-an	nually/for the remainder of	f the policy
	Ch	ange Frequency			
I certify that circumstance in the application for this p	s have not changed since appolicy.	oplying for this polic	y and th	at I am living and insurable	as set fo
	Accept your coverage by ci	icking the 'Accept O	ffer' but	ton below.	
7.25		OR			
Yo	ou can change your coverag	e by clicking 'Custor	nize Cov	verage' below.	
		Your Offer			
Based on your customizatio only be customized once.	Custon, a revised offer will be generated	omize Coverage ted. You will need to re	-sign it in	order to continue. Please note	, offer can
		Tetania Insc man	-sign it in	order to continue. Please note Limit Range ①	e, offer can
	on, a revised offer will be general	ted. You will need to re	-sign it in		e, offer can
only be customized once.	on, a revised offer will be general Original	ted. You will need to re Customize		Limit Range ①	e, offer can
only be customized once.  Coverage Amount	on, a revised offer will be general Original \$328K	Customize S328K	+	Limit Range ①  \$100K - \$328K	e, offer can
Coverage Amount  Coverage Length	on, a revised offer will be general Original \$328K	Customize S328K 30 Years	+ +	Limit Range  \$100K - \$328K  15 - 30 Years  prated and that I will resign. Th	

## Client Offer Screen – Change Billing Frequency



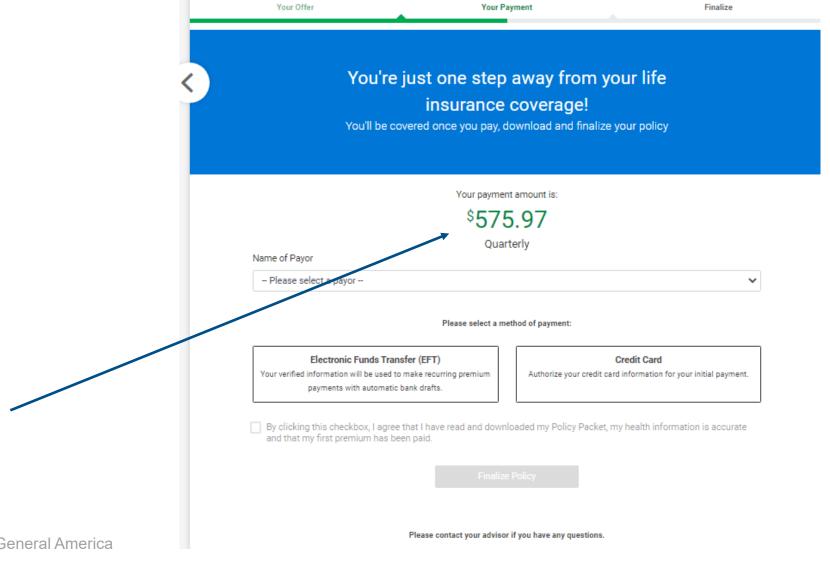






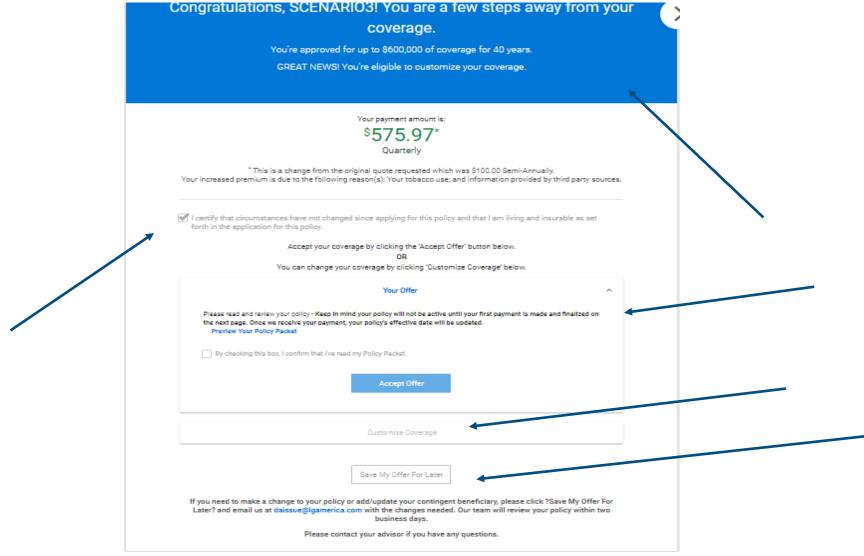
### Payment Screen Once Offer is Accepted





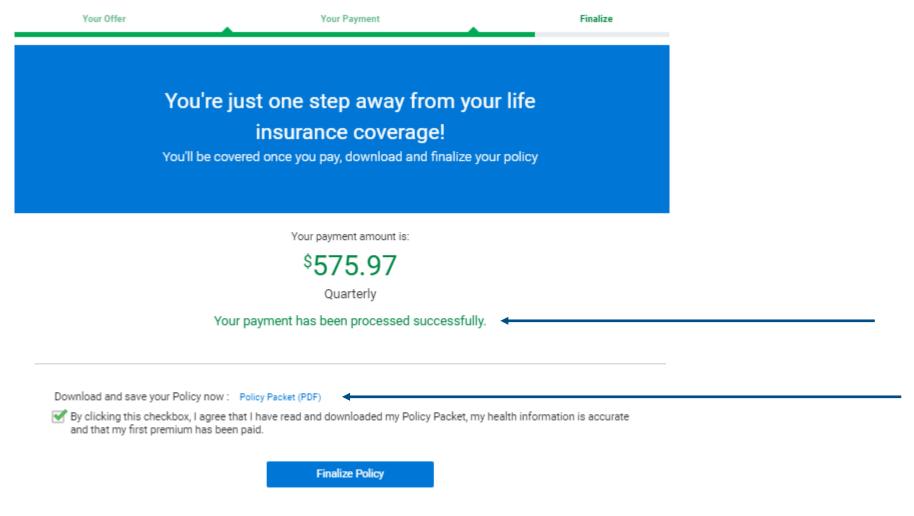
## Allow Navigation from Pay Screen to Offer Screen





### Pay and Issue Screen after Customization





Please contact your advisor if you have any questions.

## Policy Packet on Issue Screen after Customization



POLICY SCHEDULE

INSURED: SCENARIO3 TESTGMGL

ISSUE AGE AND SEX: 26 Male POLICY NUMBER:

5000149111

ISSUE DATE:

07/27/2021

END OF POLICY CONVERSION PERIOD:

07/26/2061

POLICY DATE:

07/27/2021

EXPIRATION DATE:

07/27/2090

OWNER: SCENARIO3 TESTGMGL

RATING CLASS: PREFERRED TOBACCO

TERM PERIODS: INITIAL TERM PERIOD OF 40 YEARS, FOLLOWED BY ONE YEAR PERIODS

FORM NUMBER	TYPE OF COVERAGE	EXPIRATION DATE	FACE AMOUNT	INITIAL ANNUAL PREMIUM	LEVEL PERIOD	
ICC18-OPTC	RENEWABLE AND CONVERTIBLE TERM	07/27/2090	\$600,000	\$2,155.28	40 YEARS	
ICC10 ADB	ACCELERATED DEATH BENEFIT			\$0.00	`	
	POLICY FEE TOTAL:		\$600,000	\$60.00 \$2,215.28		

PAYMENT MODE: PREMIUM DUE DATE: QUARTERLY

07/27, 10/27, 01/27, 04/27 of each year

\*PREMIUM MODES AVAILABLE:

ANNUAL \$2,215,28 SEMI-ANNUAL \$1,129.79

QUARTERLY \$575.97

MONTHLY \$188.30

For all years and subject to rounding, modal premiums are determined by multiplying the annual premium by the following

semi-annual 0.510 guarterly 0.260 monthly 0.085

# **Application Packet (Section B & F)**



Embedded in Policy Packet on issue screen

Page 2 - ICC17-LIA (9-17)  Section B: Insurance Applied For  1. Amount of Insurance 2. Plan of Insurance 3. Death Benefit Option (if available with Plan)  \$ 500,000	Section F: Premium and Payor  1. Payment Method:
5. Why is this insurance being purchased (check one)?    Personal insurance   Business Insurance (check all that apply)    Keyperson   Buy-Sell   Loan Collateral   Stock Redemption    Stock Redemption	Address Name City
Section C: Beneficiary share percentage totals must equal 100%. If necessary, use Remarks Section K.	State Zip Email Address  Telephone ()  Relationship to Proposed Insured

### **Application Packet**

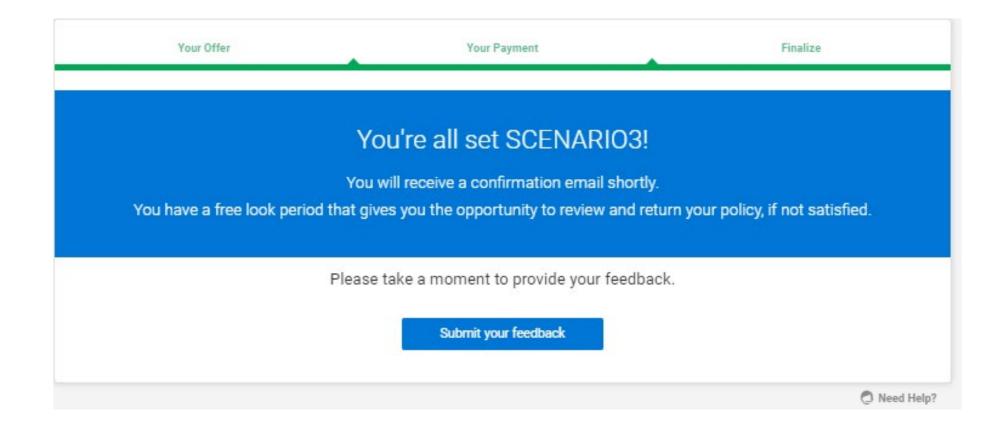


Embedded in Policy Packet on issue screen resigned after customization screen

he Company's Information and Underwriting Practi	ompany's Information and Underwriting Practices, including the MIB, Inc Notice and Fair Credit Reporting Notice.						
I/We would like to be interviewed if an investigative consumer report will be made (please refer to the Company's Information and Underwriting Practices, for more information on an investigative consumer report). Any person who knowingly presents a false statement in an application for insurance may be guilty of a criminal offense and subject to penalties under state law.							
							e-signed by SCENARIO3 TESTGMGL
Proposed Insured		City/State	Date(mm/dd/yy)				
	Signed at		on				
Signature of Owner (if other than Proposed Insured). If Owner is a firm, trust, or corporation, include signer's title with signature.		City/State	Date(mm/dd/yy)				
Print Owner/Officer Name (if applicable)		Owner Title					
e-signed by BANNER LIFE INSURANCE COMPA	Signed at		on_7/27/2021				
Signature of Agent/Broker/Producer		City/State	Date(mm/dd/yy)				

### Thank You Screen – After Successful Payment





### Customization of Product Based on Rider and **Product**



- Like the advisor journey, the client also has the option to customize the product based on any term rider of 10-Year/15-Year/20-Year included in the application.
- For the product available to customize, the coverage length is always greater than the term rider length.
- When the application includes more than one term rider, the products available to customize are always greater than the maximum length of the term rider
  - 10-Year Term Rider: only OPTERM15 and above available to customize
  - 15-Year Term Rider: only OPTERM20 and above available to customize
  - 20-Year Term Rider: only OPTERM25 and above available to customize

## **Agent Offer Screen**



Once offer is accepted and payment not completed

### Avanti Barrett has accepted their application

Avanti has accepted their 10-year term policy for \$175,000 of coverage.

Avanti can now make a payment to activate their policy.

Avanti's payment amount is:



\$58.12

Semi-Annually

If you need to make a change to the policy or add/update the contingent beneficiary, please click 'Save and Exit' and email us at daissue@lgamerica.com with the changes needed. Our team will review the policy within two business days.

## **Agent Offer Screen**

### Once payment is completed or Active



#### Julie Barney has accepted their application

Julie has accepted their 35-year term policy for \$700,000 of coverage.

Julie's payment amount is:

Semi-Annually

If you need to make a change to the policy or add/update the contingent beneficiary, please click 'Save and Exit' and email us at daissue@Igamerica.com with the changes needed. Our team will review the policy within two business days.

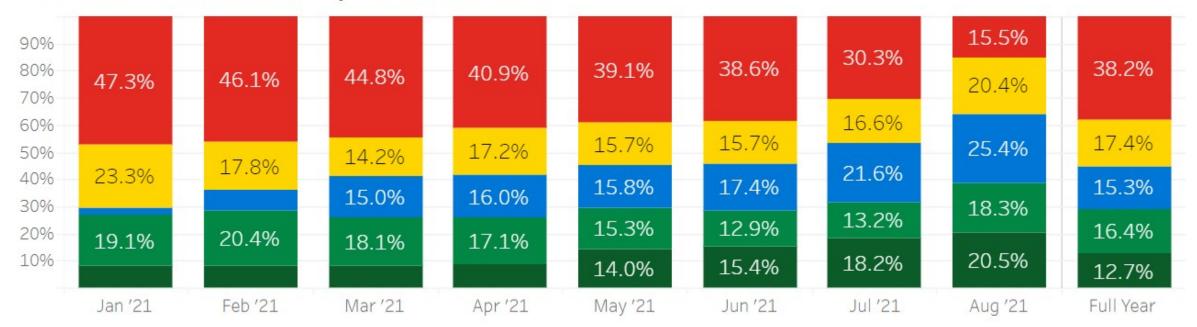
<sup>\*</sup> This is a change from the original quote requested which was \$100.00 Semi-Annually. Your client's increased premium is due to the following reason(s): tobacco use...

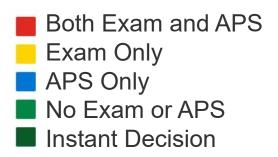
# LGA by the Numbers

# Legal & \General

### Application stats

Evidence Combinations by Submit Month





# LGA by the Numbers



### Application stats

### All Applications Counts by Submit Month



# LGA by the Numbers

#### Horizon stats



- Horizon Share of Term Apps (Brokerage) 58%
- Time it takes to get an approval
  - Instant decision/approval 24%
  - Within 10 days 39.5%
  - Submit to approval Median 21 calendar days
- Placement rate 63%
- Time to complete app little as 11 minutes



# Questions?

