



# WILLIAM PENN LIFE INSURANCE COMPANY OF NEW YORK

A Legal & General America Company  
3275 Bennett Creek Avenue  
Frederick, Maryland 21704  
800-346-4773

## CHECK21 PROCESSING AGREEMENT

The agency named below agrees to the following conditions for imaging and submitting premium payment checks electronically to William Penn Life Insurance Company of New York, a Legal & General America company.

### CHECK IMAGING

1. The agency agrees to scan / image the checks for Check21 processing according to Legal & General America procedures that address image quality and security.
2. Legal & General America does not accept money orders, cashier's checks, starter checks, third-party checks or checks written on general agency accounts.

### CHECK RETENTION AND DESTRUCTION

1. The agency agrees to retain physical checks for 30 days in a locked location.
2. The agency agrees to destroy the checks after the retention period has passed using a secure shredding process.

### AGENCY CONTACTS AND COMMUNICATION

1. The agency agrees to name two individuals as the points of contact for Check21 processing and provide their contact information.
2. Legal & General America will email Check21 processing communications to these individuals.
3. The agency contacts will receive electronic reports from Legal & General America confirming image receipt and fund application or rejection.

### CHECKS REJECTED FOR IMAGE QUALITY

1. Legal & General America will work with the agency contact to resolve image quality issues.
2. If image quality can't be improved, the agency agrees to mail the physical check to Legal & General America. Policy number or social security number will be noted on the face of the check.

### CHECKS REJECTED FOR REASONS OTHER THAN IMAGE QUALITY

1. Common reasons for check rejection include but are not limited to: Invalid or missing TIAA, invalid cash equivalents, checks received after the cash-with-app (CWA) deadline.
2. Reasons for check rejection will be communicated by Legal & General America to the two agency contacts by email. A letter which explains the reasoning will be mailed to the policy owner, advising that his or her check will be returned by the agency. A PDF copy of the customer letter will be attached to the agency email.
3. The agency agrees to mail the rejected check to the policy owner within two business days and to include a copy of the explanatory letter Legal & General America has provided.

#### Primary Contact in Agency

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

#### Alternate Contact in Agency

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

**I have read and agree to the above Check21 agency processing requirements.**

Signed: \_\_\_\_\_

Agency Principal

Signed: Debbie A Cote

Debbie Cote, AVP, Administrative Services

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Agency Number: \_\_\_\_\_

Exam One/Paper Clip Vendor ID: \_\_\_\_\_