

Mental health histories don't have to result in lower rate classes



Client profile

Name:

Lauren

Age:

43

Occupation:

Event coordinator

Health history:

Mild anxiety with single prescription

Location:

Orlando, FL

Policy type:

20-year OPterm policy

Coverage amount:

\$1.5 million

Rate class:

Preferred Plus
Non-Tobacco

Annual premium:

\$926.46

Decision time:

13 calendar days

APS:

Not required

Challenge

The advisor was concerned that the client's mental health history — even though mild and stable — could trigger:

- A rating, postponement or denial.
- Extended underwriting due to medication disclosure.
- A stigma-driven review process, requiring intrusive documentation.

Solution

The underwriting team at Banner Life Insurance Company, a Legal & General America company, applied fair and modern guidelines:

- Physician records provided up front to confirm history of stability and compliance.
- No APS or psych evaluation required.
- No additional questionnaires — information provided during Part 2 was sufficient.
- Underwriting team evaluated case holistically, weighing lifestyle, functionality and medical adherence.

Results

- Approved at Preferred Plus Non-Tobacco class — no rating or delays.
- Policy placed within two weeks of application.
- Advisor helped protect the client's financial future and preserved dignity.
- BGA confirmed Banner Life as a go-to for anxiety and depression disclosures.
- Client referred a friend who had been declined elsewhere.

Why it matters

Banner Life makes it easier to place policies for clients with mental health histories:

- No automatic rating for mild, well-managed anxiety or depression.
- Streamlined requirements when records show long-term stability.
- No unnecessary escalation or back-and-forth.
- Decisions made quickly with empathy and clarity.

Ready for more cases like this?

Support advisors and their clients with underwriting that understands real life. Get to know our underwriting philosophy to close more cases with ease.



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