

# 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  
Non-Tobacco**Annual premium:**

\$1,100.16

**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 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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