

# Foresters training

Foresters PlanRight With Voice Signature

Jared Gostanczik
National Training Manager
Foresters

#### **Disclaimers**

- This webinar is not written to be used and it cannot be used for the purpose of avoiding penalties that may be imposed on a taxpayer. Neither Foresters™ nor its Representatives engage in rendering legal, business, estate tax, accounting or tax advice. The information in this seminar is intended as a general overview. Please advise your client s to consult their individual tax or legal advisors regarding their specific situation. This report is not intended to provide advice regarding the sale or purchase of specific investments, financial or insurance products. Circular 230
- All information is intended to be general in nature. All Foresters fraternal requirements need to be considered including the requirement that proceeds must benefit the Foresters member's dependants.
- The information contained in this presentation is for information purposes only. There are other tools available to support your learning needs. You must ensure that you correctly represent, to a customer or prospect, the product features based on the actual wording of the applicable certificate and riders for your state.
- Foresters<sup>™</sup> is the trade name and a trademark of The Independent Order of Foresters.

#### Contents

- Foresters Membership
- Foresters PlanRight
- Foresters PlanRight Voice Signature Process
- Support

Foresters Difference & Member Benefits

#### **Foresters**

- Foresters<sup>™</sup> is a leading international life insurance provider that is member-based, family-focused and community-spirited
- For 140 years we have been true to our purpose to support the well-being of families through quality life insurance, unique member benefits and inspiring community activities

Foresters™ is the trade name and a trademark of the Independent Order of Foresters, a fraternal benefit society.

#### Foresters Financial Strength

- Foresters financial strength, as measured by A. M. Best Company, is rated "A" (Excellent) and has been for 14 consecutive years, most recently updated July 10th, 2014.
- An "A" (Excellent) rating is assigned to companies that have a strong ability to meet their ongoing obligations to policyholders and have, on balance, excellent balance sheet strength, operating performance and business profile when compared to the standards established by A.M. Best Company. In assigning our rating, A.M. Best stated that Foresters rating outlook is "stable," which means it is unlikely to change in the near future, assuming our financial strength is maintained and our operations grow. A.M. Best assigns ratings from A++ to F, A++ and A+ being superior ratings and A and A- being excellent ratings.

#### Foresters Financial Strength

#### Foresters our shared strength



A careful guardian of our members' interests

Foresters\*W is an international financial services provider, with members in the US, Canada and the UK. Our 140-year heritage as a fraternal benefit society — a member-based life insurance provider for everyday families — is the foundation of our guiding principle: enriching the lives of our members, their families and the communities they live in. We'te not a faceless institution. We stand for something more. Foresters is an active part of your life, at every stage.

- Assets \$9 billion¹
- Surplus \$1.5 billion<sup>12</sup>
- . "A" (Excellent) rating

Foresters maintains a strong financial position, with assets of 59 billion CDN\* and a surplus of \$1.5 billion CDN\*. The independent rating agency AM. Best Company has given Foresters financial outlook an 'A' (Excellent)' rating for excellent balance sheet strength and operating performance for 13 consecutive years.

We focus on strong operational performance, careful management and a conservative investment strategy. Our financial strength has enabled us to weather even the worst business and market conditions.

Like all life insurance providers, Foresters is monitored by federal and sake regulators, who can take action when there are solvency concerns. As well, in the U.S., the National Association of Insurance Commissioners' (NAIC) Risk-Based Capital (RBC) guidelines limit the amount of risk insurers can take and require insurers to maintain enough capital to meet their obligations to policyholders. Foresters rabo exceeds the NAIC guidelines.

Where solvency becomes an issue, State Guaranty Associations offer policyhoiders some protection. These associations were created by size legislation and funded by assessments made agains; participating insurers. Foresiers, as a membership-based live insurance organization, is not a member of State Guaranty Associations, and has no obligation to pay assessments to deal with the financial situations of other insurers. Instead, Foresters continue to invest to fund Foresters inabities; provide benetics of membership to our members and help the communities in which they live. Without coverage from State Guaranty Associations, faremat benefit society members may be subject to a special assessment. However, Foresters has assessed members only winds; the last fine almost 100 years ago when members supported a special assessment to maintain a positive balance sheet during the First World War.

- Strong financial position
- Assets of \$10.5 billion Canadian
- Surplus of \$1.7 billion Canadian

Financial results as at December 31,2013



#### Foresters Difference

Foresters getting more out of life

Foresters \*\*

How are Fraternal Benefit Societies different?

- Our customers are our members and apply for membership in the application for insurance
- Share a common bond
- Non-Denominational
- Fraternal Concept: people helping people

Not subject to federal income tax: Foresters instead invests its tax savings for the benefit of our members and their communities

#### Member Benefits

Benefits available to all eligible insureds, as Foresters members:

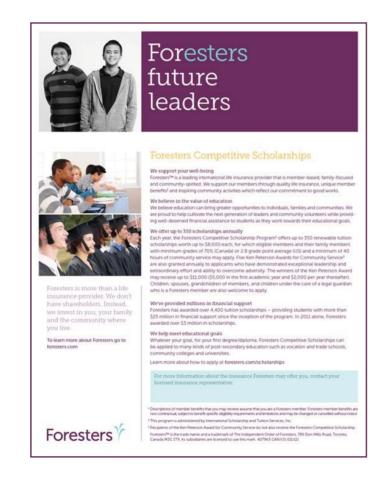
- Competitive Scholarships
- Terminal Illness Loan
- Orphan Benefits
- Everyday Money
- Legal Link
- Community Granting Program

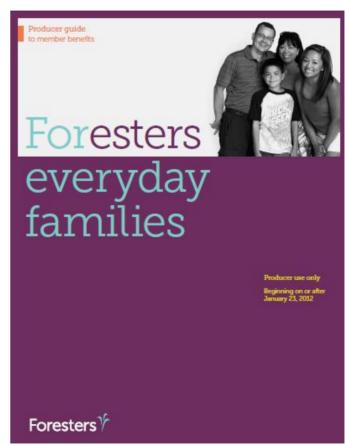
Foresters members include insureds under Foresters certificates. Members' immediate family members may also be eligible to apply for certain member benefits. Foresters member benefits are non-contractual, subject to benefit-specific eligibility requirements and limitations, and may be changed or canceled without notice.

#### Member Benefit Resources

Foresters getting more out of life







### PlanRight

#### PlanRight

A non-participating whole life product designed to provide for death benefits and guaranteed level premiums as a way to help people pay for the cost of their final expenses

#### PlanRight Whole Life

- Quick Application Process no medical exam, no blood profiles, no HOS
- Quick Underwriting Producers will know medical eligibility prior to leaving client's home
- Quick Issue quick pay in your pocket
- Face amounts from \$2,000 to \$35,000
- Note face amount of \$10,000 or more required to qualify for certain Member Benefits

Foresters members include insureds under Foresters certificates. Members' immediate family members may also be eligible for certain member benefits. Foresters member benefits are non-contractual, subject to benefic specific eligibility requirements and limitations, and may be changed or cancelled without notice.

#### PlanRight Whole Life – Level Death Benefit

Issue Age (ALB)	Face Amounts	Death Benefit*
50 - 80	\$2,000 - \$35,000	Full Death Benefit
81 - 85	\$2,000 - \$15,000	Full Death Benefit

\*Death benefit payable equals 100% of face amount in effect plus unearned premiums minus certificate debt such as outstanding certificate loans.

#### PlanRight Whole Life – Graded Death Benefit

Issue Age (ALB)	Face Amounts	Death Benefit * Year 1 & 2	Death Benefit* Years 3 and Beyond
50 - 80	\$2,000 - \$20,000	Based on greater of:  •Year 1: 30% of face amount; or ROP + 4.5% interest  •Year 2: 70% of face amount; or ROP + 4.5% interest	Based on 100% of face amount
81 - 85	\$2,000 - \$10,000	Based on greater of: •Year 1: 30% of face amount; or ROP + 4.5% interest •Year 2: 70% of face amount; or ROP + 4.5% interest	Based on 100% of face amount

<sup>\*</sup>Applicable amount plus unearned premium minus certificate debt, such as certificate loans.

#### PlanRight Whole Life – Modified Death Benefit

Issue Age (ALB)	Face Amounts	Death Benefit * Year 1 & 2	Death Benefit* Years 3 and Beyond
50 - 80	\$2,000 - \$15,000	ROP + 10% interest	Based on 100% of the face amount
81 - 85	Not Available	Not Available	Not Available

<sup>\*</sup>Applicable amount plus unearned premium minus certificate debt, such as certificate loans.

#### PlanRight Whole Life

- Premiums
  - Age Last Birthday
  - Rates for Male/Female and Non-Tobacco/Tobacco
  - No Banding
  - Annual, Semi-annual, Quarterly and Monthly modes
- One application for all 3 plans

# PlanRight Whole Life Riders

Built-In Protection	Common Carrier Accidental Death Benefit Rider
Extended Protection	Accidental Death Rider (Level Plan Only)

Subject to state availability.

#### PlanRight Whole Life

#### Male Non-Tobacco - \$10K - Whole Life - Level Plan Type, Monthly Premiums

Age	Foresters	Americo	Baltimore Life	Forethought	Liberty Bankers	Monumental
50	30.08	32.06	33.30	33.65	30.55	28.80
55	36.17	35.70	39.60	38.84	36.83	36.30
60	44.16	43.68	48.60	42.30	45.84	44.10
65	52.72	55.20	60.30	52.68	59.30	57.50
70	69.58	72.93	78.30	69.98	77.27	76.00
75	96.88	99.51	104.40	95.06	105.34	100.00
80	138.74	145.65	147.60	160.80	146.84	127.70
85	191.52	200.14	N/A	N/A	N/A	174.40

Data in the comparison is based on information available believed to be current as of July 2012, but is subject to change. Not all products are available in all states. Assumes no optional coverages.

#### PlanRight Whole Life

#### Female Non-Tobacco - \$10K - Whole Life - Level Plan Type, Monthly Premiums

Age	Foresters	Americo	Baltimore Life	Forethought	Liberty Bankers	Monumental
50	41.68	42.08	43.20	44.03	39.37	35.30
55	50.86	47.96	52.20	51.81	49.70	45.70
60	63.00	59.22	64.80	58.73	63.53	56.90
65	80.85	74.25	81.00	76.03	87.73	76.40
70	101.46	96.80	108.90	105.44	110.94	102.80
75	148.27	125.92	149.40	147.83	156.41	138.20
80	199.76	160.68	203.40	234.33	203.50	182.70
85	266.24	N/A	N/A	N/A	N/A	261.50

Data in the comparison is based on information available believed to be current as of July 2012, but is subject to change. Not all products are available in all states. Assumes no optional coverages.

### PlanRight Voice Signature

#### Contents

Voice Signature (VSOP)

LiveApp

Other Forms

Point-of-Sale Process

**Submission Process** 

Support

#### PlanRight Voice Signature Process

Voice Signature (VSOP) on PlanRight uses an on-line application and a teleinterview to complete the application and provide you and your client with real-time medical eligibility, a voice signed application, and an electronic submission to Foresters.

# PlanRight Whole Life Process – Voice Signature Over the Phone (VSOP)

- Available in 28 states
- Call shortened by approximately 12 minutes if required disclosures provided to client before the PHI is started with Apptical

# PlanRight Voice Signature Process Qualifying to Use VSOP

- Complete VSOP training
  - Complete training module (this presentation)
  - Review LiveApp User Guide
  - Review PlanRight Producer Guide & Medical Reference Guide
- Producer licensed in the state of residence of the proposed insured at the time of the call
- IMO or NMO up-line submits a PlanRight Voice Sales Eligibility Request Form to Foresters. Once approved, the producer will be provided with a unique LiveApp login ID and password.

# PlanRight Voice Signature Process Qualifying to Use VSOP – PlanRight Voice Sales Eligibility Form

	Foresters ${}^{\checkmark}$
	nt Voice Sales Eligibility Request Form
	intracting @ 1-866-289-6696 or email to agencyadmin@foresters.com
Producer Information:	
Full Name:	Producer Number:
Call Center Agents:	Yes No
Recruiter/Up-line Appro	wai:
I have conducted the re for the above named pr	equired Foresters Voice Sales on PlanRight training roducer.
tor the above hamed pr	
·	
Date of Training:	
Date of Training: Up-line's Name:	
Date of Training: Up-line's Name: Producer Number:	
Date of Training: Up-line's Name: Producer Number: Notes:	

**Producer Information** 

- Name & Producer Number
- If Call Center Agents

Upline Enters the Following:

- Date of Training
- Upline Name
- Upline Producer Number

#### Submit

•Fax: 1-866-289-6656

•Email: agencyadmin@foresters.com

### PlanRight Voice Signature Process Proposed Insured Requirements

- Proposed Insured and Owner are the same person
- The solicitation and sale completed in the Proposed Insured's resident state
  - VSOP approved in that state
  - Proposed Insured is in their state of residence during the teleinterview

# PlanRight Voice Signature Process Solicitation and Replacements

- Solicitation of any VSOP insurance application is a 'direct response solicitation'
  - Solely by phone, mail, internet or other mass communication
- VSOP applications cannot replace, reduce coverage or modify premiums paid for any existing life or annuities in force
- Replacements are not allowed on any applications submitted through the VSOP process

# PlanRight Voice Signature Process Solicitation and Replacements

- Assignments not allowed
- State-specific replacement requirements in certain states cannot support the VSOP process if the Proposed Insured has existing life insurance or annuities in force:
  - Connecticut
  - Maryland
  - South Carolina
  - Texas
  - Virginia
  - West Virginia

# PlanRight Voice Signature Process Payer & Premium Payment Requirements

- Proposed Insured is the Payer
- Premium payments are made via PAC
- Proposed Insured has either a checking or savings account

# PlanRight Voice Signature VSOP Technical Requirements

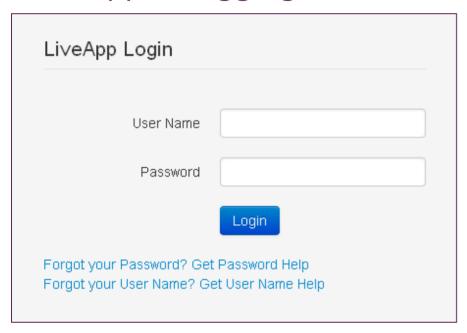
- Computer with a high speed internet connection
- Internet Explorer 9.0 or higher
- Install Microsoft Silverlight
- Ability to host a 3-way conference call with their telephone

### LiveApp

# PlanRight Voice Signature LiveApp

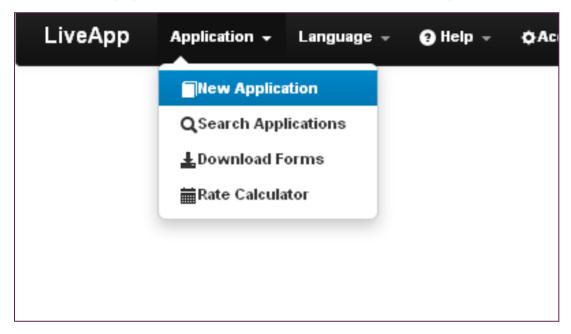
LiveApp is a simple, easy to use 'step-by-step' on-line application that is completed with the Proposed Insured prior to connecting with Applical for the teleinterview.

# PlanRight Voice Signature LiveApp – Logging In



https://web.apptical.com/LiveApp/Login/LogOn Enter LiveApp User Name and Password

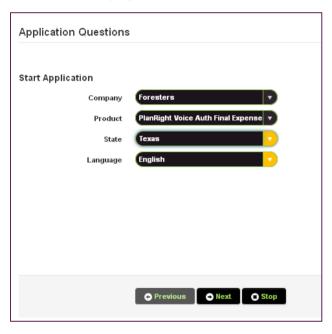
# PlanRight Voice Signature LiveApp – Interview Start-Up



Navigate to the 'Application' Tab

Select 'New Application'

# PlanRight Voice Signature LiveApp – Interview Start-Up

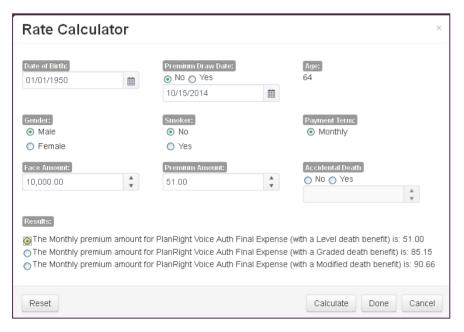


#### To Start an Application:

- Select 'Foresters'
- Select PlanRight
- •Select state of solicitation and sale
- Language select English

Click 'Next'

### PlanRight Voice Signature LiveApp – Rate Calculator



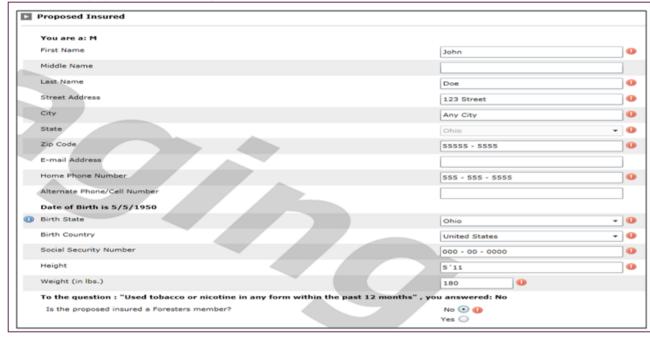
#### Rate Calculator Based On Client:

- Date of Birth
- •Gender
- Tobacco User
- Premium Draft Date (if client is requesting a preferred draft date)

#### Calculate Options:

- Face amount
- Premium

### PlanRight Voice Signature LiveApp – Proposed Insured



Complete Required Fields (marked with an "!")

Fields Pre-Populated

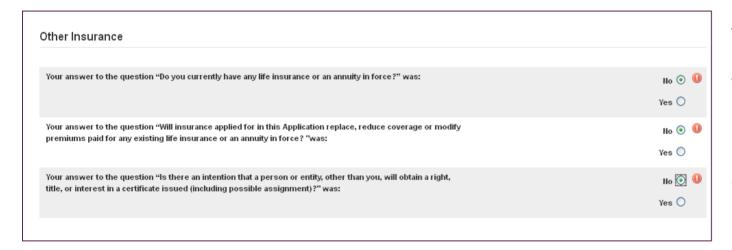
- Birth
- State
- Tobacco/Nicotine Use

### PlanRight With Voice Signature

Height	Minimum Weight All Plans	Max Weight PlanRight Level	Max Weight PlanRight Graded	Max Weight PlanRight Modified
4'10"	80	215	230	246
4'11"	83	222	237	253
5'00"	86	229	245	262
5'01"	89	237	253	271
5'02"	92	246	262	280
5'03"	95	253	269	288
5'04"	98	260	278	297
5'05"	101	268	286	306
5'06"	104	275	294	315
5'07"	107	284	304	325
5'08"	110	292	313	334
5'09"	113	299	321	343
5'10"	117	308	330	353
5'11"	121	316	339	362
6'00"	125	325	348	372
6'01"	129	333	356	381
6'02"	133	341	366	391
6'03"	137	349	373	399
6'04"	142	357	382	409
6'05"	147	365	392	419
6'06"	152	373	406	434
6'07"	159	381	413	442
6'08"	162	389	421	450
6'09"	167	397	430	460

408820 US (09/12) For Producer Use Only

### PlanRight Voice Signature LiveApp – Other Insurance



Three Questions
•Proposed Insured Answers
"Yes or No\*"

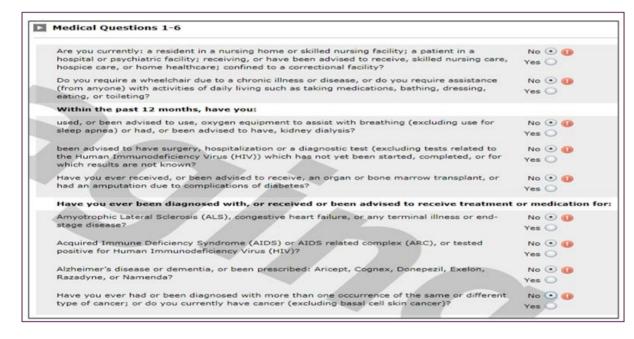
•If a "yes" answer to replace/reduce coverage the VSOP process ends for all states

No Assignments or Replacements via VSOP

\*If yes to existing insurance, the VSOP process ends in Connecticut, Maryland, South Carolina, Texas, Virginia and West Virginia

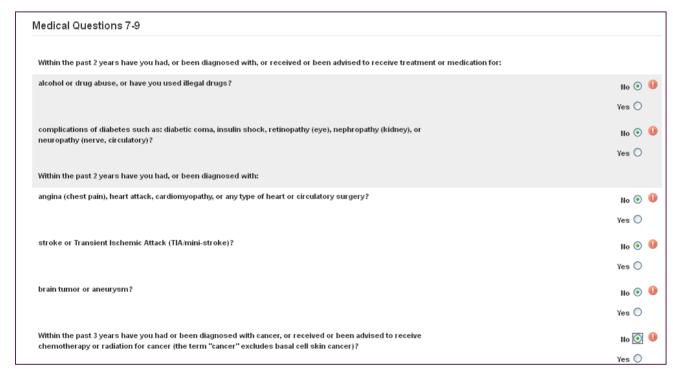
408820 US (09/12) For Producer Use Only

### PlanRight Voice Signature Medical Questions 1-6



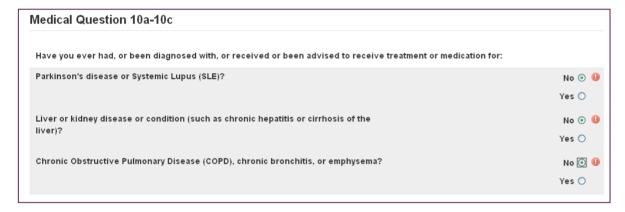
If the Proposed Insured answers 'yes' to any of these questions, they do not qualify for PlanRight.

# PlanRight With Voice Signature Medical Questions 7-9



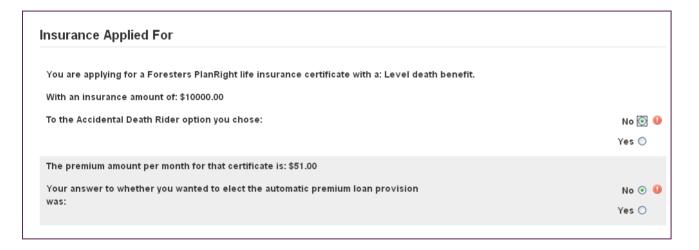
If the Proposed Insured answers 'no' to questions 1-6, but answers 'yes' to any of these questions, they may be eligible to apply for the Modified Death Benefit.

## PlanRight With Voice Signature Medical Questions 10a-10c



If the Proposed Insured answers 'no' to questions 1-9, but answers 'yes' to any of these questions, they may be eligible to apply for the Graded Death Benefit.

## PlanRight With Voice Signature Insurance Applied For



Reviews the Following:

- Insurance applied for
- Face amount
- Accidental Death Rider amount
- •Final Premium Amount

Select Automatic Premium Loan Provision

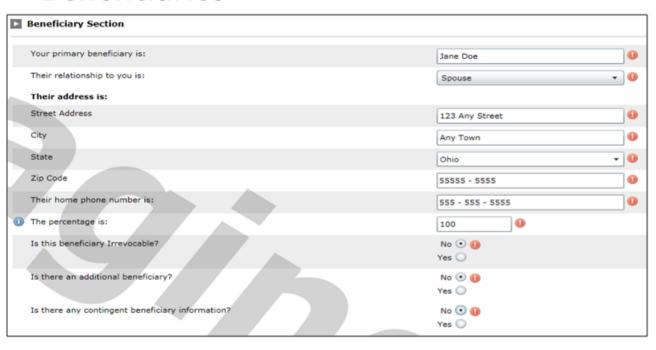
# PlanRight With Voice Signature Payment Information



PAC is Voice Signature option

Specific Draft Date Selected
•Confirm Information
•Re-confirm premium based on draft date

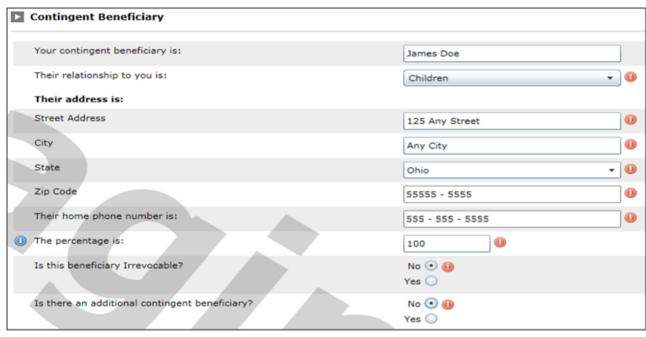
### PlanRight With Voice Signature Beneficiaries



Complete required fields (marked with an "!")

Ensure total percentage for the primary beneficiaries adds up to 100%

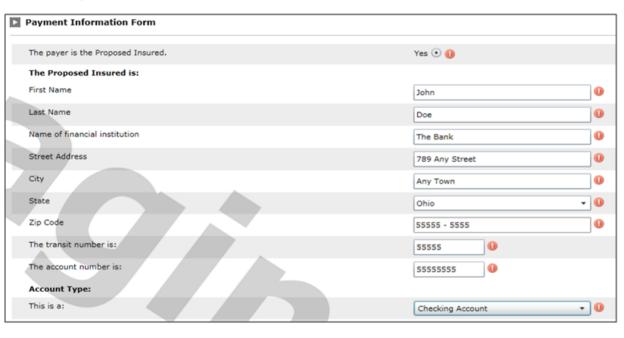
# PlanRight With Voice Signature Contingent Beneficiary



Complete required fields (marked with an "!")

Ensure total percentage for contingent beneficiaries adds up to 100%

# PlanRight With Voice Signature Payment Information Form

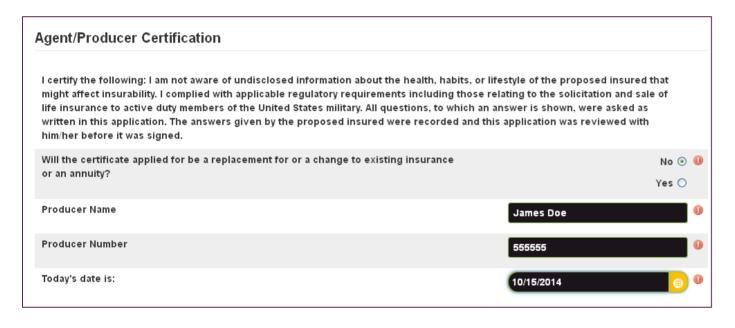


Confirm Proposed Insured is Payer

**Account Types Accepted** 

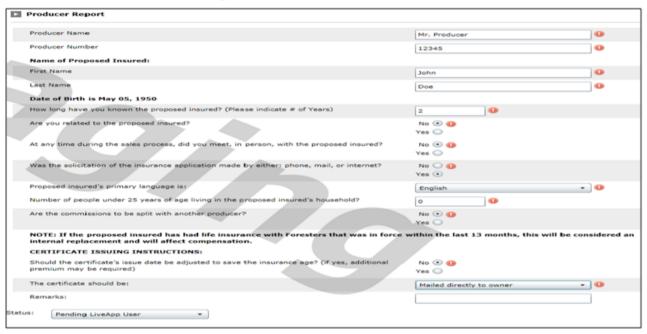
- Checking
- Savings

## PlanRight With Voice Signature Producer Certification



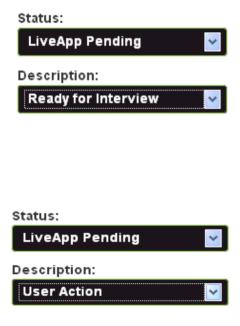
Answer the producer replacement question

### PlanRight With Voice Signature Producer Report



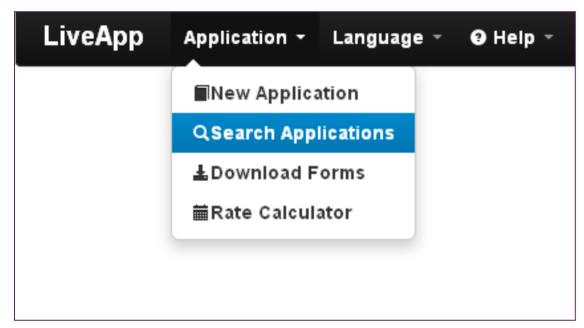
Complete required fields (marked with an "!")

## PlanRight With Voice Signature Submitting the Application



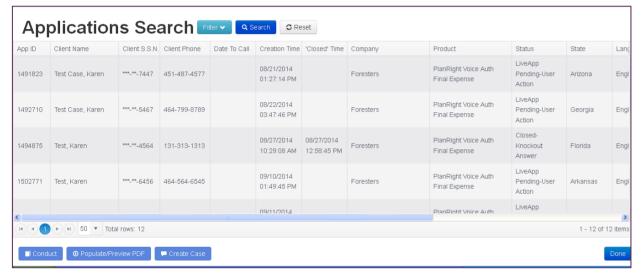
- Choices When Application is Complete
  - Complete the Teleinterview
    - > Select "LiveApp Pending" for Status, "Ready for Interview" for Description and click "Finish"
  - "Pend" the Application
    - > Select "LiveApp Pending" for Status, "User Action" in Description and click "Finish"

# PlanRight With Voice Signature Searching Applications



To search through any pending or completed applications, select 'Search Applications' from the 'Application' menu.

# PlanRight With Voice Signature Searching the Application



You can search via 2 ways. Click on "Filter" to search for example by name or creation date range, etc or Click on "Search" records.

#### Other Forms

## PlanRight With Voice Signature Insurance Notification Form & Notices Form

The Independent Order of Foresters ("Foresters") - A Fraternal Benefit Society. Foresters \( \gamma \) 789 Don Mils Road Toronto, Canada MSC 1T9 U.S. Mailing Address: P.O. Box 179 Buffalo, NY 14201-0179 T, 800 828 1540 foresters.com Insurance Notification Form (for purposes of voice signature only) Part A: Agreements I, the proposed insured, declare that I have reviewed all of the statements and answers as they pertain to me and that they are true and complete to the best of my knowledge and belief. The statements and answers in this application are the basis for an insurance contract (defined as a certificate and each rider attached to that certificate), if any, issued by Foresters. No information about me will be considered to have been given to Foresters by me unless it is stated in this application. A material misrepresentation, or untrue declaration, or failure to disclose all material facts, may result in loss of coverage or cancellation of the insurance contract. No producer, medical examiner, or any other person, except Foresters Executive Secretary or successor position, has nower on behalf of Foresters to make modify or discharge an insurance contract. No nerson is authorized to advise me that any untrue or incomplete answer or information is acceptable. Poresters will have no liability until an insurance contract is issued based on this application, the first premium due is paid in full on or before the delivery date of that insurance contract, and provided that there has been no change in either an answer to an application question or my health or habits between the date this application was signed and the issue date of that insurance contract. Changes or corrections made to this application by Foresters, if any, are ratified by me if the insurance contract delivered, if any, is not returned during the cancellation period. This application, Foresters Instruments of Incorporation and its Constitution now in force or subsequently enacted, shall from part of the entire contract with Enresters. This application and related documents may be sent by electronic means. Foresters may contact or send messages to me, including pre-recorded and text messages and calls or messages by use of an automatic telephone dialing system, using the phone number(s), including wireless number(s), either provided in this application or number(s) that I later provide. If I have chosen to provide an email address in this application or choose to provide one in the future. Foresters may use that address to send messages or documents to me electronically. Foresters may review, transfer and otherwise use, information provided in this application to offer and issue (including post issue administration), other insurance products to me. Before issuing an insurance contract, Foresters may require and obtain information about me to validate my identification. 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. Part B: Authorization To Obtain And Disclose Information "Authorized persons" means reinsurers, insurance agents and agencies and those performing services in relation to an application for insurance, insurance product or benefit claim. For purposes of assessing insurance coverage eligibility, coverage continuation and/or benefit claim, I, the proposed insured, authorize the Independent Order of Foresters ("Foresters") and its authorized persons, to obtain information, including previously restricted information, about me from any; physician, medical practitioner, hospital, clinic, or medical facility; employer; benefit plan, other insurer or institution; consumer reporting agency, public records, pharmacy, pharmacy benefits manager, or other pharmacy related services organization; or MR Inc. This includes records or other information as to past current or Arture, diagnosis, treatment and proposes of a physical or mental condition, drug, physical and mental health, and alcohol-related information that may be protected by federal or state laws and regulations. I, the proposed insured, authorize Foresters and its authorized persons, to make a brief report of my personal and/or protected health information to MIB, inc. Information may be disclosed; between and among Foresters and its authorized persons; companies that I have applied or may apply to for life or health insurance, or benefits, as required or permitted by law. Obtained or disclosed information may no longer be protected by federal privacy laws. This authorization is valid for two years from the date of this application. A copy of this authorization shall be as valid as the original. This authorization may be revoked at any time by written notice to Foresters, except that action(s) taken before receipt of notice will not be affected. A copy of this authorization will be provided upon request. I have been provided the Notices. By signing below, I, as payer, verify that I am the account holder of the account identified in this Payment Information Form and I am permitted to provide this authorization, and agree that: 1) Foresters is authorized to draft deductions under the PAC selection(s) made in the application in relation to the above named Proposed Insured, from that account or another account later identified or substituted by me. 2) The financial institution from which payments are to be drafted is authorized to treat each draft by Poresters as though it was made personally by me. 3) Poresters reserves the north to determine when the first deduction and each subsequent deduction, if any, will be made and the amount of each deduction according to the coverage(s) and certificate type issued. 4) The PAC plan is effective immediately and will continue until terminated, which either Foresters or I Foresters<sup>™</sup> is the trade name and a trademark of The Independent Order of Forester Page 1 of 1 509442 (LIS 07/12)

The Independent Order of Foresters ("Foresters") - A Fraternal Benefit Society. Foresters Y 789 Don Mills Road Toronto Canada M3C 1T9 U.S. Mailing Address: P.O. Box 179, Buffalo, NY 14201-0179 T. 800 828 1540 foresters.com Notices (This page must be given to the proposed insured.) For purposes of these Notices the following words are defined: "Application" means the Application for Individual Life Insurance to which this Notice relates: "Producer" means the licensed individual who signed that Application as the producer: "Foresters", "we", "our", and "us" mean The Independent Order of Foresters: "You" and "your" mean the proposed insured. If you have questions, discuss them with your producer or contact us directly Write to Foresters. Chief Underwriter 789 Don Mills Road Toronto, Canada MSC 179, or to our U.S. Mailing Address at P.O. Roy 179 Ruffoln NV 14201-0179 Privacy - Personal information we obtain about you is confidential. As permitted by privacy laws, we may disclose information without further authorization to insurance companies to which you have applied for coverage or benefits, those providing services for us and those conducting hors first achievial marketing or scientific studies or audits. We may also disclose information to your physician and MIB. Inc. ("MIB"). You can make a written request to review personal information about you in our file. However, we will not disclose information to you that was prepared for an anticipated claim, civil or criminal proceeding. You may request correction of information which you believe to be inaccurate or irrelevant. Upon written request, we will provide more information about these procedures. Medical and Personal Information - The Underwriting process evaluates information about you to see if you qualify for the requested insurance Answers in the Application are our principal source of information. We may contact other sources, such as a doctor, clinic, hospital, other insurers, or a lending institution. No adverse underwriting decision will be made based upon an individual's implied or confirmed sexual orientation or an individual's concern about or consultation for AIDS information MIR. Inc. -Information recording your insurshility will be treated as confidential. Foresters or its reinsurers may however make a hole record these to MIS, a not-for-profit membership organization of insurance companies, which operates an information exchange on behalf of its members. If you apply to another MIB member company for life or health insurance coverage, or a claim for benefits is submitted to such a company, MIB, upon request, will supply such company with the information about you in its file. Upon receipt of a request from you, MIB will arrange disclosure of any information in your file. Please contact MIB at 866-892-6901 (TTY 866-346-3642). If you question the accuracy of the information in MIR's file you may contact MIR and seek a correction in accordance with the procedures set forth in the federal Fair Credit Reporting Act. The address of MIB's information office is 50 Braintree Hill Park, Suite 400, Braintree, Massachusetts 02184-8734, Foresters, or its reinsurers, may also release information from its file to other insurance companies to whom you may apply for life or health insurance, or to whom a claim for benefits may be submitted. Information for consumers about MIB may be obtained on its Website at www.mib.com. Forestore™ is the trade name and a trademark of The independent Cinior of Forestors ("Forestors")

770701 US 01/12

Point-of-Sale Process

### PlanRight With Voice Signature POS Process

The Point-of-Sale (POS) process for VSOP is similar to the regular POS process for a PlanRight paper application, except that the entire application is reviewed with the Proposed Insured, and the application is signed by voice signature.

### PlanRight With Voice Signature Personal Health Interview

- Conducted by Apptical on behalf of Foresters
- VSOP interviews available in English
- PHI conducted during Apptical's normal hours
  - 8:30 am 12:00 am ET, M-F
  - 10:00 am 8:00 pm ET, Sat & Sun
- Producers remain on the line for the entire PHI

### PlanRight With Voice Signature The Personal Health Interview

- The Producer and the Interviewer
- Authorization to Obtain and Disclose Information Recording (bypassed if Notices page and Insurance Notification form provided in advance)
- Interviewer reviews "Proposed Insured" and "Insurance Applied For"
- Notices Recording
   (bypassed if Notices page and Insurance Notification form provided in advance)

### PlanRight With Voice Signature The Personal Health Interview

- Interviewer reviews medical questions
  - MIB, Prescription History & H&W checks done
- Interviewer provides Producer with medical eligibility
- Interviewer reviews the "Insurance Applied For" section
- Interviewer reviews "Payment Information" and "Beneficiary Information" sections

### PlanRight With Voice Signature The Personal Health Interview

- Interviewer will play the "Agreements" recording (bypassed if Notices page and Insurance Notification form provided in advance)
- Interviewer will ask for Producer's voice signature
- Interviewer reviews the "Payment Information" form
- Interviewer will play the "Payment Authorization" recording (bypassed if Notices page and Insurance Notification form provided in advance)
- Insured applies voice signature to Payment Information Form

## PlanRight With Voice Signature Changes to Answers During the Interview

- If there is a change to an answer on the application during the interview, the interviewer will make the change on behalf of the Producer and the Proposed Insured.
- The change will also be confirmed by the Proposed Insured.

#### **Submission Process**

### PlanRight With Voice Signature Submission Process

- Apptical will submit the voice signed application to Foresters for processing. Submission includes:
  - Voice signed application
  - Producer report
- VSOP applications are typically issued within 2 business days from the date received at Foresters.

# PlanRight With Voice Signature Certificate Delivery

Certificates will be mailed directly to the certificate Owner unless producer delivery is requested or required.\*

### PlanRight With Voice Signature Certificate Effective Date

- The certificate comes into effect on the certificate issue date if:
  - First premium has been provided and honored
  - No changes in Proposed Insured's insurability between signature date and certificate issue date

Backdating not available for VSOP applications

### PlanRight With Voice Signature Bank Draft Date

- Premiums drafted on the same day of each month to match certificate issue date
  - Dates of 1<sup>st</sup>-28<sup>th</sup> can be accepted
- Specific PAC draft dates can be requested
  - Drafts must be within 45 days from date of Apptical interview

#### PlanRight Support

#### PlanRight Support

Foresters getting more out of life

Foresters \*\*



#### Whole Life Insurance

#### Solid protection

None of us like to think about our own mortality, But, at some point, consider how bey your family leads you to wonder how they would cope with the costs if you were to die. That's where your Foresters life insurance can help provide the resources to protect your family and finances. Think about life insurance as something that combines certainty, simplicity and finability, along with other important advantages.

#### Benefits of Whole Life Insurance

- Provides you with lifetime (or up to age 121)
   If e insurance coverage
- Guarantees level premiums
- Allows you to borrow and use the insurance as collateral for a loan (this can reduce the death benefit)
- . Provides a generally income tax-free death benefit!

Compliments of:

#### Estimate your needs

Funeral Home

Cemetery Plot:

Debts: Cash Needs:

Cash Gifts

Other:

TOTAL:

Marker/Head	stone: \$	
Casket:	\$	
Vault/Outer of	sec: \$	
Flowers:	\$	
Transportatio	n: \$	
Pastoral Servi		
Music		
Medical:	s	
	: 5	
Lagary		_

ament, asse, or crange, any or the serm and considers of the contract leafer to the Foreign Contract for your state for these serms and considers, contracts are faulted by the independent cross of Homelen, a flavorate persent society.

Accessed Homelen Homelen, and the contract of Homelen, and the contract Homelen, and the contract Homelen, and the foreign and the foreign and the foreign are

mis procesure is provided for information purposes only it does not form

part or the Poresters Planning Timurance contract and is not interneed to

states and state statistions may apply romaine rearright and to flore are fled under the form numbers stated secon, where "xi" represents either "u.s." or your states posts accreviation, as applicable.

Paraller W.-Pel-Edit - 2009, W.-Pel-Edit - 200

wil-coupe-stop-stop or wil-coupe-stop-stop

For more information about Foresters go to

foresters com or call us oil-free at 800 828 1540.

The Independent Order of Foresters. 789 Den Mills Road Toronso, Canada MSC 179 US Malling Address: PO Box 179 Buffalo NY 14001-0079

2900.000.000

#### PlanRight Support

#### Foresters PlanRight Whole Life Insurance

#### Medical Reference Guide

It is the responsibility of the Underwriting Department to properly evaluate all applicants for insurance coverage. This requires sound, underwriting practices consistent with Foresters philosophy for the selection of risks. In order to provide the best possible service, Foresters Underwriting Team must also rely on the producer to develop complete and accurate information at point of sale.

This manual is a guide intended to help the producer understand the probable underwriting action for commonly encountered medical histories. Naturally, the final action on an application is the decision of the Underwriter, based upon the varying circumstances that each particular case may present. It is important to recognize that the underwriting guide is meant as a basis for decision—making, and that other factors, including Foresters Underwriter's judgment, may affect the first Idecivity.

This document was prepared for the exclusive use of appointed producers. It is not intended for public distribution, nor is it to be used in any solicitation or marketing of Foresters products.



For producer use only. Current as of July 30, 2012.

The information contained in this guide is general in nature and is subject to the appropriate conflicate and rider worklens.

503461 US (07/12)

#### Foresters PlanRight Whole Life Insurance

Premium Rate Table (per 1,000)

Foresters %

#### Foresters PlanRight Whole Life Insurance

#### Producer Guide

This guide is for information purposes only and is intended to answer your questions and provide ideas to help you sell Foresters PlanRight Whole Life Insurance. Check Foresters\*\* producer website for other tools to support your learning needs. You must ensure that you correctly represent to a customer or prospect, the product features based on the actual wording of the applicable certificate and riders for your state. Products and features may not be available in all jurisdictions, availability may be modified from time to time and certain restrictions may apply. Consult Foresters producer website for more detailed product information and up to date availability.

Foresters, its employees and life insurance representatives do not provide, on Foresters behalf, legal, tax, or estate planning advice. The information here reflects our understanding of current laws and regulations. Prospective purchasers should contact their own legal, tax, or estate planning advisors on their specific situations.

This document is intended for producer use only and should not be disclosed to the public. The information contained in this guide is general in nature and is subject to the applicable certificate and rider wording.

Foresters<sup>106</sup> is the trade name and a trademark of The Independent Order of Foresters, a fraternal benefit society, 789 Don Mills Road, Toronto, Ontario, Canada, MSC 1T9

Foresters <sup>√</sup>

For Producer Use Only 503306 US (07/12)

or Producer Use Only

#### Voice Signature Support

#### The Independent Order of Foresters ("Foresters") - A Fraternal The Independent Order of Foresters ("Foresters") - A Fraternal Benefit Society. Foresters Y 789 Don Mills Road Toronto, Canada MSC 1T9 780 Don Mills Road Toronto, Canada MSC 4TO U.S. Malino Address: P.O. Box 179 Buffalo, NY 14201-0179. U.S. Mailing Address: P.O. Box 179. Buffalo. NY 14201-0179 T. 800 828 1540 foresters com LiveApp User Guid Notices (This page must be given to the proposed insured.) Insurar Logging on to LiveApp & Starting For purposes of these Notices the following words are defined: "Application" means the Application for Individual Life Insurance to which this PlanRight Voice Sales Eligibility Red a New Application Notice relates; "Producer" means the licensed individual who signed that Application as the producer; "Foresters", "we", "our", and "us" mean Please fax this form to Contracting @ 1-866-289-6656 or email to Part A: Agreements The Independent Order of Foresters; "You" and "your" mean the proposed insured. If you have questions, discuss them with your producer or contact us directly. Write to Foresters, Chief Underwriter 789 Don Mills Road Toronto, Canada M3C 1T9, or to our U.S. Mailing Address at I, the proposed insured, declare that I have reviewed all of the https://web.apptical.com/liveapp.asp PO Rox 179 Ruffalo NY 14201-0179 Producer Information: the best of my knowledge and belief. The statements and ansi Privacy - Personal information we obtain about you is confidential. As permitted by privacy laws, we may disclose information without further and each rider attached to that certificate), if any, issued by Fo 2. Enter your LiveApp User Name and authorization to insurance companies to which you have applied for coverage or benefits, those providing services for us and those conducting User Name Full Name: Producer Nun by me unless it is stated in this application. A material misrep bons fide actuarial, marketing or scientific studies or audits. We may also disclose information to your physician and MIB, Inc. ("MIB"). You can Foresters PlanRight Password, and click 'Login'. loss of coverage or cancellation of the insurance contract make a written request to review personal information about you in our file. However, we will not disclose information to you that was prepared for Full Name: \_\_\_\_\_ Producer Nun Secretary or successor position, has nower on hehalf of Forest an anticipated claim, civil or criminal proceeding. You may request correction of information which you believe to be inaccurate or irrelevant. Ilron advise me that any untrue or incomplete answer or information Whole Life Insurance written request, we will provide more information about these procedures. based on this application, the first premium due is paid in full Full Name: Producer Nun Medical and Personal Information - The Underwriting process evaluates information about you to see if you qualify for the requested insurance. been no change in either an answer to an application question Answers in the Anniversion are our principal source of information. We may contact other courses such as a doctor clinic bosoidal other incurars date of that insurance contract. Changes or corrections made Producer Nun or a lending institution. No adverse underwriting decision will be made based upon an individual's implied or confirmed sexual orientation or a Reset passwor delivered, if any, is not returned during the cancellation period force or subsequently enacted, shall form part of the entire cont Producer Nun means. Foresters may contact or send messages to me, inclu Voice Signature Producer Guide MIB, Inc. -Information regarding your insurability will be treated as confidential. Foresters or its reinsurers may, however, make a brief report telephone dialing system, using the phone number(s), include thereon to MIB, a not-for-profit membership organization of insurance companies, which operates an information exchange on behalf of its Producer Nun provide. If I have chosen to provide an email address in this a 3. Navigate to the 'Application' tab, and members. If you apply to another MIB member company for life or health insurance coverage, or a claim for benefits is submitted to such a send messages or documents to me electronically. Foresters r company MR upon request will supply such company with the information about you in its file. Upon receipt of a request from you MR will This guide is for information purposes only and is intended to answ select 'New Application'. Producer Nun and issue (including post issue administration), other insuran arrange disclosure of any information in your file. Please contact MIR at 866-692-6901 (TTY 866-346-3642) If you question the accuracy of your questions and provide ideas to help you sell Foresters PlanRigh obtain information about me to validate my identification. Any o the information in MIB's file, you may contact MIB and seek a correction in accordance with the procedures set forth in the federal Fair Credit New Request Whole Life Insurance. Check Foresters™ producer website for other be quilty of a criminal offense and subject to penalties under sta Reporting Act. The address of MIB's information office is 50 Braintree Hill Park, Suite 400, Braintree, Massachusetts 02184-8734. Foresters, or Full Name: Producer Nun its reinsurers, may also release information from its file to other insurance companies to whom you may apply for life or health insurance, or tools to support your learning needs. You must ensure that you con 48 Search Appli Part B: Authorization To Obtain And Disclo to whom a claim for benefits may be submitted. Information for consumers about MIB may be obtained on its Website at www.mib.com. represent, to a customer or prospect, the product features based or Producer Nun Full Name: Download For the actual wording of the applicable certificate and riders for your st "Authorized persons" means reinsurers, insurance agents an Full Name: Producer Nun Products and features may not be available in all jurisdictions, availab insurance product or benefit claim. For purposes of assessing may be modified from time to time and certain restrictions may appl proposed insured, authorize The Independent Order of Forest restricted information, about me from any physician, medical r Consult Foresters producer website for more detailed product infor Call Center Agents: ☐ Yes ☐ No institution; consumer recording agency; public records, pharm, and up to date availability. MIB. Inc. This includes records or other information as to d condition, drug, physical and mental health, and alcohol-rela Recruiter/Up-line Approval: Interview Start-up and Rate proposed insured, authorize Foresters and its authorized pers Foresters, its employees and life insurance representatives do not pro-Calculator Inc. Information may be disclosed; between and among Forest on Foresters hehalf legal tay or estate planning advice. The inform I have conducted the required Foresters Voice Sal or health insurance or benefits; as required or permitted by here reflects our understanding of current laws and regulations. 1. Select 'Foresters' from the first list. laws. This authorization is valid for two years from the date of Prospective purchasers should contact their own legal, tax, or estate for the above named producer. authorization may be revoked at any time by written notice to 2. Select the product 'VSOP' from the copy of this authorization will be provided upon request. I have planning advisors on their specific situations. second list 3. Select the 'State' from the third list. Date of Training: This document is intended for producer use only and should not be Up-line's Name: By signing below, I, as payer, verify that I am the account ho disclosed to the public. The information contained in this guide is go in nature and is subject to the applicable certificate and rider wording provide this authorization, and agree that: 1) Foresters is au Producer Number: relation to the above named Proposed Insured. From that acco from which payments are to be drafted is authorized to treat ex-Foresters™ is the trade name and a trademark of The Independent Order of Foresters, a fratern the note to determine when the first deduction and each subse the coverage(s) and certificate type issued. 4) The PAC plan i may do at any time by written notice to the other Existing producers - We will be verifying this producer's persist prior to confirming the eligibility. If the producer is not eligible, receiving an email. Foresters<sup>™</sup> is the trade name and a trademark of The Indepen Foresters $\sqrt{}$ New producers - This form should be included as part of the co Foresters™ is the trade name and a trademark of The independent Order of Foresters ("Foresters"). 770701 US 01/12 For Producer Use Only

#### PlanRight Whole Life

#### **APPTICAL**

1-866-844-9276

Monday-Friday: 8:30 am to Midnight ET

Saturday-Sunday: 10 am to 8 pm ET

Sales Support

1-866-466-7166 (option 1)

Monday-Friday: 8:30 am to 7:00 pm ET

Saturday-Sunday: Closed

Thank you

Foresters PlanRight With Voice Signature

Jared Gostanczik
National Training Manager
Foresters US
800-461-8431 ext. 5990
ustraining@foresters.com

Foresters \*

