



# ATTENTION:

## Catlin Product Name Change

\$today\_long

Dear Marketing Agent,

We would like to inform you of a product change that will be reflected on your product enrollment website August 1, 2017.

The Product Development team constantly reviews products for enhancements, and from feedback we receive from all sales agents. The feedback you provide helps the Product Development team make informed decisions when launching a new product or changes to existing products.

On August 1, 2017, the Catlin Accident Medical Expense, Accidental Death and Dismemberment and Critical Illness plans will be renamed to PrimeCare Pro AME + CI +AD&D, PrimeCare Pro AME + AD&D and PrimeCare Pro CI + AD&D. **All benefit levels, rates and commission amounts will remain the same.**

In addition to the PrimeCare Pro plan, there will also be an additional product you will be able to offer called PrimeCare Value AME + CI +AD&D, PrimeCare Value AME + AD&D and PrimeCare Value CI + AD&D.

The PrimeCare Value Version will include identical benefit levels as PrimeCare Pro. **However, please be aware the PrimeCare Value has less agent commission built into the product and the retail rates are lower.** This new level will gives you additional options, based on your customer's budget.

### Appointments

You must be appointed with Catlin to sell any of the Catlin policies offered. If you have not already done so, please complete the appointment form(s), located in the info tab and upload to your Backoffice Portal.

Please do not email documents to Agent Services, as documents may contain confidential information.

Please follow these instructions to add the needed documents through your back office:

1. Upon logging into your "Home Screen" there is a View Agent link.
2. Select your Agent ID (blue Agent ID #)
3. Scroll down to the Documents section and click Add Documents.
4. Select the Appointment - AFSLIC category
5. Select your document by clicking the "Browse" button. Find your file, and attach.

Scroll down and click the "Save Information" button.

If you have any questions about the PrimeCare products, please contact Tekela Woods at **tekela.woods@adroithealthgroup.com**. If you have any questions regarding appointments, please email **agentservices@adroithealthgroup.com**.

Thank you,  
Kyle Spence  
*Product Development*