Processing Initial Premiums

Overview

This document will provide the steps to set up an initial premium on a newly issued policy.

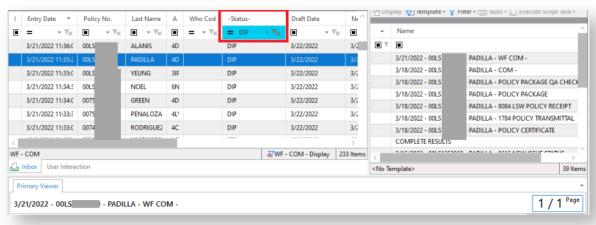
Systems Required: Mainframe, OnBase Workflow, OnBase Application File General, EFT Maintenance, and Salesforce (Occasionally)

Workflow Routing: Status DIP in OnBase Workflow "WF COM"

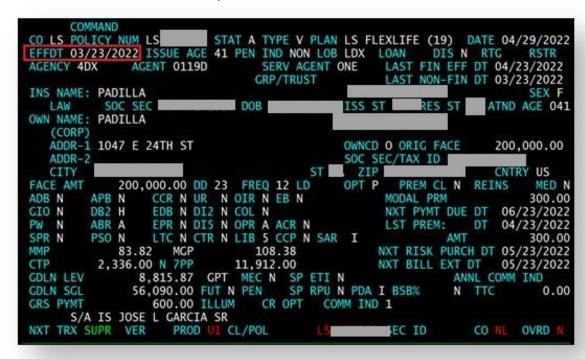
Procedure

DIPs for Vantage

1. In OnBase workflow, select Status **DIP**. Sort oldest to newest and select the top work item. Review what is being requested and check related docs to ensure there are no competing requests.



2. Pull up a SUPR screen. Confirm the policy effective date (**EFFDT** field) is not in the future. If it is, schedule the initial premium for that date. We cannot draft before then.



- 3. Pull up a CI3 screen.
 - Confirm the acceptance date (**PLACEMENT PERIOD EXP DATE** field) is not in the past. If it is, refer to the acceptance date section of this procedure.
 - o Review the auto-redate indicator setting (**REDATE IND** field).

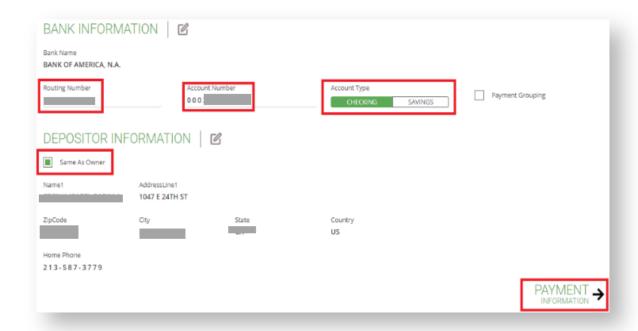
<u>Tip:</u> Refer to <u>Auto Redating</u> and <u>Nearest Age Chart</u> for more assistance handling the redate indicator. You can also refer to <u>Processing Real-Time BI and CI Changes</u> for a detailed explanation of how to change the Acceptance Date and the Auto-Redate Indicator on the CI screen.

```
COMMAND _
CO CD NL
           POL
                      LS<sub>1</sub>
                                               PROD U1 PLAN 101218 LOB LDX STAT A 2
                                SEC ID
       SPND
              PDF IND N CONTR S ANN DT 03/23/2023 LST FIN DT 04/23/2022 LN ID N
                           CONTRACT
                                     INFO (CI3)
                           RES ST CA
                                         POLICY EFFECTIVE DATE
ISS ST CA
            CNTY
                                                                        03/23/2022
STATUTORY COMPANY CODE
                                  LS
                                         LAST FINANCIAL PROCESS DATE
                                                                        04/25/2022
POLICY ISSUE DATE
                           03/23/2022
                                         LAST TYPE CHANGE DATE
LAST NON-FINANCIAL DATE
                           03/23/2022
                                          LAPSE GRACE END DATE
                                         LAPSE PENDING INIT DATE
MATURITY DATE
                           03/23/2101
LAST STATUS CHANGE DATE
                           03/23/2022
                                         LAST PREM EFFECTIVE DATE
                                                                        04/23/2022
INITIAL PREM TRX DATE
                           03/23/2022
                                         PLACEMENT PERIOD EXP DATE
                                                                       05/02/2022
INITIAL PREM EFFECTIVE DT
                                          LOAN INT BILL DATE
                           03/23/2022
LAST PREM TRX DATE
                           03/23/2022
                                         NEXT COL INT CREDIT DATE
ADDED TO FILE DATE
                           03/23/2022
                                         NON CURRENT LIMIT DATE
                                                                        03/23/2022 0
BILL/PAC EXTRACT DATE
                           05/23/2022
                                         NEXT RISK PURCHASE DATE
                                                                        05/23/2022
INITIAL BILL DATE
                                         NEXT COLA DATE
ADVANCE NOTIFY EFF DATE
                                         ANNUAL STATEMENT DATE
                                                                        03/23/2023 0
NEW SECONDARY ID
                                          TMF COPY DATE
ANNUAL STMT TRX EXTRACT CODE
                                          SCHEDULED DELETION DATE
REG+ROLL+DI
                               600.00
                                         PART A PART B DATE
                                                                        03/14/2022
PRODUCT IND
               RELATED NUM
                                         REDATE IND N
NXT TRX CI3A VER
                      PROD UI CL/POL
                                                      EC ID
                                                                    CO NL
                                                                           OVRD
```

- 4. Open EFT Maintenance and type in the policy number.
- 5. Look in OnBase for a 1707. If there is no 1707, use the format of the related docs in OnBase to determine if the policy is in Ascend or NBA.
 - o If the policy is in Ascend, go to the Ascend program. Search for the policy>click on Application>click on Premium and review the instructions.
 - o If the policy is in NBA, proceed with this step.

Use the LDQS screen on mainframe or part F of the Application to get the banking information. If an updated 1707 exists, follow those instructions instead.

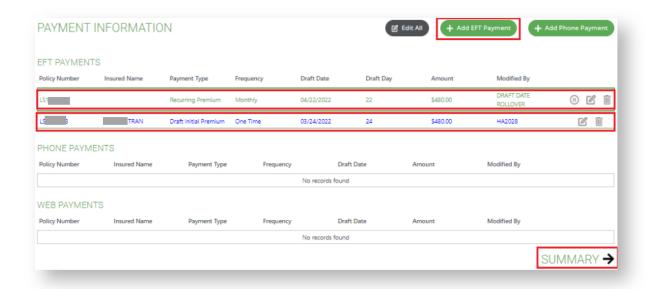
Copy and paste that information into EFT Maintenance. Use the "Same as owner" check box if the payor is the owner. If not, input the depositor information using the info from the 1707, Ascend, the application, or the LDQS screen. If there is no banking information or no authorization to draft, email the agent/agency and request a 1707 form.



6. Select 'Add EFT Payment', select the 'Policy Number', select 'Recurring Premium' as the type.

Select the 'Frequency' and 'Draft Date' based on the 1707, Ascend, the application, or the LDQS screen. If no draft date is specified, use the policy effective date (1-31). Keep in mind the redate setting from Step 3- if the policy will redate, schedule the recurring payment exactly one month after the initial payment if the frequency is monthly, or exactly one year after the initial payment if the frequency is annual.

Verify the **amount** that populates is accurate based on the SUPR and the request. Save the payment.



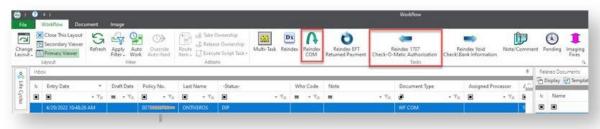
7. Select 'Add EFT Payment'. Select the 'Policy Number', select 'Draft Initial Premium' as the type. Select the 'Draft Date' based on the 1707, Ascend, the application, or the LDQS screen. Click 'Save'.

Understanding the 10-day hold

The 10-day hold must be applied when the customer has authorized drafts, but at a lower amount than what is now being requested. Examples include:

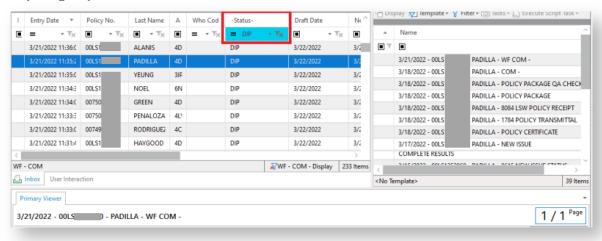
- Customer signed application to draft \$100 monthly next available, but agent sent email asking to draft \$1200 today for annual instead
- Application authorizes to draft \$50 monthly delayed bank draft, but agent sent email asking to draft \$100 today
- 1707 authorizes initial and recurring drafts of \$75, but agent sent email asking to set up EFT and draft a one-time payment of \$500
- Application authorizes recurring EFT premiums, but does not authorize initial premium draft
 - 8. Click 'Summary' and verify that the information is correct. When you are satisfied with your review, click 'Submit'. Always send a 'New' Letter for DIPs.

9. In OnBase, Reindex Request to COM or 1707, respectively.



DIPs for TRAD

1. In OnBase workflow, select Status **DIP**. Sort oldest to newest and select the top work item. Review what is being requested and check related docs to ensure there are no competing requests.



- 2. Open Mainframe and pull up a RNVI Screen.
 - o Confirm the policy effective date (**ISSUED** field) is not in the future. If it is, schedule the initial premium for that date. We cannot draft before then.

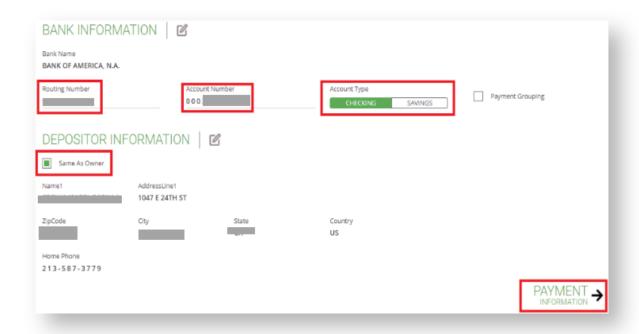
o Confirm the acceptance date (**ACCEPT DATE** field) is not in the past. If it is, refer to the acceptance date section of this procedure.

```
DATES ARE YYY-MM-DD
                                STATUS: TSS PATD TO: 22-03
INS: (OWNER)
                FERNANDEZ
OWN:
                                ISSUED: 022-03-16 AGE: 26
     801 OATMEAL DR
                                                             CHG: 22-03-16
                                MALE
                                        BORN
                                ANIV YR: 22
                                                             ACT: 00-00-00 B:
                                                AGENCY: 6KR DIV: 00-00-00 0:
SSN:
                                NOTICE TO: OWN DIV: CASH-
                                                             PL: 00-00-00 APL
                                SIGNATURE: OWNER
                                                                      LNRTE:
                       AMOUNT
                                        CS
                                            PREMS:
   BENEFITS
                                245.00 91 A
                                                 245.00
LSW20G/M 18 RN (37)
                       100000
ABR 1 - TERMINAL
                                           S
                                                  124.95
ABR 2 - CHRONIC
                                           Q
                                                  63.70
ABR 9 - CRITICAL ILLNESS
                                           М
                                                  22.05
                                           6
ABR A - CRITICAL INJURY
                                                             CAP
                                                                  AGENT: ANNLD
                                                   21.56
             EFT SP MO PREM
                                 21.56
                                                              0.0 8757G-22
                                                                  0633M-02
                                          NONFOR:
                                                       ACCEPT DATE:
```

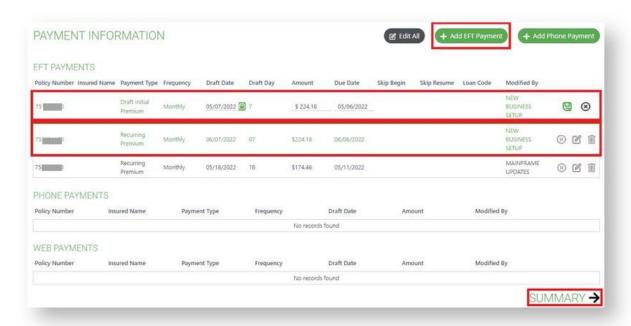
- 3. Open EFT Maintenance and type in the policy number.
- 4. Look in OnBase for a 1707. If there is no 1707, use the format of the related docs in OnBase to determine if the policy is in Ascend or NBA.
 - o If the policy is in Ascend, go to the Ascend program. Search for the policy>click on Application>click on Premium and review the instructions.
 - o If the policy is in NBA, proceed with this step.

Use the LDQS screen on mainframe or part F of the Application to get the banking information. If an updated 1707 exists, follow those instructions instead.

Copy and paste that information into EFT Maintenance. Use the "Same as owner" check box if the payor is the owner. If not, input the depositor information using the info from the 1707, Ascend, the application, or the LDQS screen. If there is no banking information or no authorization to draft, email the agent/agency and request a 1707 form.



5. Select 'Add EFT Payment', select the 'Policy Number', select 'Recurring Premium' as the type. Select the 'Frequency' and 'Draft Date' based on the 1707, Ascend, the application, or the LDQS screen. If no draft date is specified, use the policy effective date (1-31). Verify the **amount** that populates is accurate based on the RNVI and the request. Put the **due date** as the effective date of the policy. Save the payment.

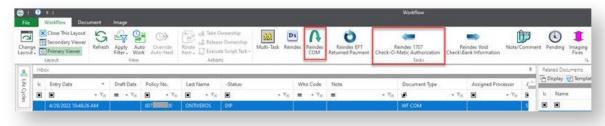


6. Select 'Add EFT Payment'. Select the 'Policy Number', select 'Draft Initial Premium' as the type. Select the 'Draft Date' based on the 1707, Ascend, the application, or the LDQS screen. Put the due date as the effective date of the policy. Click 'Save'.

Understanding the 10-day hold

The 10-day hold must be applied when the customer has authorized drafts, but at a lower amount than what is now being requested. Examples include:

- Customer signed application to draft \$100 monthly next available, but agent sent email asking to draft \$1200 today for annual instead
- Application authorizes to draft \$50 monthly delayed bank draft, but agent sent email asking to draft \$100 today
- 1707 authorizes initial and recurring drafts of \$75, but agent sent email asking to set up EFT and draft a one-time payment of \$500
- Application authorizes recurring EFT premiums, but does not authorize initial premium draft
 - 7. Click 'Summary' and verify that the information is correct. When you are satisfied with your review, click 'Submit'. Always send a 'New' Letter for DIPs.
 - 8. In OnBase, reindex to **COM** or **1707**, respectively.

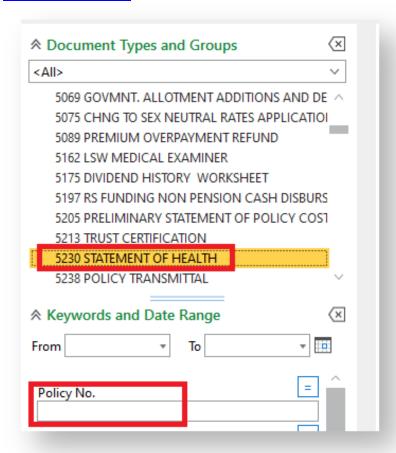


Acceptance Date, Redate Indicator Changes and Rules

The acceptance date is the deadline for the initial premium. It can be found on the RNVI for Trad or the CI3 screen on Vantage. If this date has passed and a successful premium has not yet been received, we need to confirm if payment can be accepted.

- 1. Access the policy application in OnBase or pull up the policy in Ascend. Locate the application signature date.
 - o If we are more than 90 Days past that date, we cannot draft without a 5230 Statement of health. Proceed to Step 2.
 - o If we are within 90 days of that date, skip to Step 3 for Trad or Step 4 for Vtg.

- 2. In OnBase, click into the field below **Document Types and Groups** and type **5230**. Input the policy number using the wild card search format (EX: *LS1234567* or *123456700*).
 - o If a 5230 pulls up, verify that it has been <u>completed and signed by both the</u> <u>insured and the applicant/owner</u>.
 - o If there is no 5230, or if it is not completed, request one using the <u>Need 5230</u> Statement of Health canned email.



- 3. For Trad, open a new Mainframe session.
 - Type XADI Policy#,YYMMDD. The YYMMDD is the new acceptance date, which should be 4-5 days after your DIP is scheduled to draft.
 - Press Enter. You should see the words **Transaction Accepted** appear on the screen.
- 4. For Vantage, go to the CI1 screen.
 - o Hit F4 two times to bring you to an editable CI3 screen.
 - o Update the **Placement Date** to 4-5 days after the date of the scheduled DIP.
 - Hit F5 two times and confirm you see the words **Database Updated** appear on the screen.

```
LS SEC ID PROD U1 PLAN 101619 LOB LDX STAT PDF IND N CONTR S ANN DT 04/06/2023 LST FIN DT 04/14/2022 LN ID
     CD NL
                                                                        INFO (CI3) ***
POLICY EFFECTIVE DATE
                                                                                                                                           04/06/2022
04/14/2022
                                                                                LAST FINANCIAL PROCESS DATE
LAST TYPE CHANGE DATE
LAPSE GRACE END DATE
 STATUTORY COMPANY CODE
 POLICY ISSUE DATE
LAST NON-FINANCIAL
MATURITY DATE
LAST STATUS CHANGE DATE
INITIAL PREM TRX DATE
INITIAL PREM EFFECTIVE DT
                                                                                 LAPSE PENDING INIT DATE
                                                    04/13/2022
04/13/2022
                                                                                                                                           04/12/2022
                                                                                PLACEMENT PERIOD EXP DATE
                                                                                                                                           05/18/202
                                                                                LOAN INT BILL DATE
NEXT COL INT CREDIT DATE
NON CURRENT LIMIT DATE
NEXT RISK PURCHASE DATE
NEXT COLA DATE
INITIAL PREM EFFEC
LAST PREM TRX DATE
ADDED TO FILE DATE
BILL/PAC EXTRACT D
INITIAL BILL DATE
ADVANCE NOTIFY EFF
NEW SECONDARY ID
ANNUAL STMT TRX EX
                                                    04/12/2022
                                                                                                                                           04/06/2022
                                                    04/06/2022 05/05/2022
                 EXTRACT DATE
                                                                                ANNUAL STATEMENT DATE
TMF COPY DATE
SCHEDULED DELETION DATE
PART A PART B DATE
REDATE IND N
                                                                                                                                           04/06/2023
                        TRX EXTRACT CODE
REG+ROLL+DI
PRODUCT IND
                                                             200.00
                                                                                                                                           03/20/2022
                              RELATED NUM
NXT TRX CI3A VER
                                          PROD U1 CL/POL
                                                                                                        SEC ID
                                                                                                                                   CO NL OVRD N
```

<u>Tip:</u> Refer to <u>Auto Redating</u> and <u>Nearest Age Chart</u> for more assistance handling the redate indicator. You can also refer to <u>Processing Real-Time BI and CI</u>
<u>Changes</u> for a detailed explanation of how to change both the acceptance date and the auto-redate indicator on the CI screen.

Confirming a Policy has been Issued

Ascend Procedure

The below chart explains every status name in Ascend. The only status names which can be set up for initial draft are: Ready Issue, QC Review, QC ReReview, Issued, Mailed, Delivered.

Tip

There are some differences between "current state" (that is, before Ascend) and "future state" (Ascend) status names. See the *Related Resources* section below for a comparison between the old and new systems.

Status Name in Ascend	Full Name of Status	Meaning	Status Name in Agent Portal	Case Revision
New	New	Case data is not complete or an underwriter has not been assigned to the case		Changes can be made without editing

Wait Reqs	Waiting Requirements	Case is in CM or UW initial review; some (or all) requirements have not been received	Pending	
Reqs Recvd	Requirements Received	New requirements have recently been received on the case		
Wait Decision	Waiting Decision	All requirements necessary to make an underwriting decision have been received		
Wait CoSign	Waiting CoSign	Materials requiring a cosign are awaiting signature	gn are awaiting	
CoSigned	CoSigned	Signatures on materials requiring a cosign have recently been received		
Approved	Approved	Case has been approved as applied or better	Approved	
Approved OTA	Approved (Other Than Applied)	Case has been approved worse than applied	Modified Approved	
Ready Issue	Ready For Issue	Case has been issued, but a QC review is needed		
QC Review	Pending QC Review	Case is being reviewed by QC; quality associate has begun documenting the results of their review		
CM Review	Pending Case Manager Review	Case has been reviewed by a quality associate and sent to a case manager for clarification	Issued	
Pending UW Review	Pending UW Review	Case has been reviewed by a quality associate and sent to an underwriter for clarification		

QC ReReview	Pending QC ReReview	Case has been updated following a QC review and is awaiting a final review to ensure updates were made correctly		
Issued	Issued	QC review is complete; policy has been issued		
Mailed	Mailed	Case has been issued and a Customer Policy Package has been mailed to the client	Mailed	
Delivered	Delivered	FODs are completed		
Cancelled	Cancelled	Issued policy has been closed as not taken by the Disbursements team (cannot be reopened)		
Withdrawn	Withdrawn	Case has been closed without resolution due to missing or NIGO underwriting requirements	Incomplete - Closed	
Declined	Declined	Case has been closed after Underwriting elected not to offer the policy	Closed	
Not Taken	Not Taken	Case has been closed after client chose not to accept the offer (before issue only)	Closed	
Informal	Informal			

Mainframe Procedure

1. Open the STRN screen using the policy in New Business Format (LS or NL policy number followed by 00). Confirm if the policy is in an issued or mailed status. If any other status, either forward the request to the case manager or if the request is a 1707, reindex to 1707 in New Business format. If the policy is issuing and the agent is requesting a change to the draft the same day as the case manager issued, we may be able to make those changes using the LDCS screen. If the policy is Vantage, move to step 2 to review if the policy is set to redate. If the policy is Trad jump to Step 3 because redating

does not apply.

```
STRN LS
                                          DATES ARE MM-DD-YY & MM-DD
                                                    INQUIRY
 INS'D: ■
                        PADILLA
                                          ACTION:
                                                    POLICY MAILED
                                          STATUS:
    BENEFITS
                             AMOUNT
                                          OPENED:
                                                                 WL CLS:
                                                                           06-12-22
                                                    03-15-22
   FLX(19)
               (B)
                        NΤ
                             200000
                                          APRV'D:
                                                    03-16-22
                                                                 MAILED:
                                                                           03-18-22
   ABR TERMINAL
                                          ISSUE AGE: 41
   ABR CHRONIC
                                               REQUIREMENTS
                                                                  REQ
                                                                         RECVD
                                                                                 SAT'D
   ABR CRITICAL ILLNESS
                                          NEED 20401 ABR FORM
                                                                 03-15
                                                                         03 - 16
                                                                                 03 - 17
   ABR CRITICAL INJURY
                                          NEED ABR FORM 20220
                                                                 03-15
                                                                         03-16
                                                                                 03 - 17
                                                                                 03-17
   \mathsf{DBP}
                                          NEED 20274 ABR FORM
                                                                 03-15
                                                                         03-16
   SEE SCREEN 2 FOR FUNDS
                                          NEED 8613 STRAT FORM 03-15
                                                                         03 - 16
                                                                                 03 - 16
7PPL:
            11,911.00
                                    MORE
PREM - PP:
                300.00
MMP PREM:
                108.38 CT:
                                  2336.00
                               0.00
SORS$:
             0.00 SUSP$:
PREMIUM: COM
                   108.38
                              LPOA:
COMP OPTION: R
AGTS: GARCIA, JOSE L SR
AGY: 4DX UND: AUW 03-15
AS APPLIED FOR
                                            \mathsf{DBD}
```

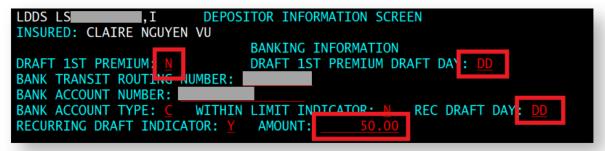
2. For a Vantage policy before making changes to LDCS pull up the MOQN screen to confirm if the policy issued with the Redate set to Y. If it did, we cannot make changes to LDCS. The request should be pended out to the next day for processing.



If the policy is issuing the day you are working the request, and MOQN does not show redate set to Y, then we can use LDCS to update the scheduled drafting.

3. Go to LDCS [Policy #NB Format]. In LDCS update the requested information, most frequently this will be changing the field "Draft Initial Premium" from N to Y, but could also include recurring date, initial draft date, account info, or premium amount.

4. Hit enter when complete. Changes show in Mainframe immediately. Changes can be verified by pulling up LDQS after pressing enter.



Related Resources

- DIP Flowchart
- Re-Establish Procedure
- Redraft Procedure
- Auto Redating

Article Details

Last Reviewed	02 Jul 2024	Intended Audience	Life Inbound
Reviewed by	Evan Kleypas	Business Block	Payment Center

PUBLISHED

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