YRT/PRT – RMNOT & BABA7 HOSR's

YRT – Yearly Renewable Term policies . The premiums increase annually and are based on the age on the insured. If the Dividend Option is 2 (applied) it will lower the premiums. Usually terminates at age 65.

PRT- Pension Renewable Term policies- The premiums increase annually and are based on the age on the insured. If the Dividend Option is 2 (applied) it will lower the premiums. Usually terminates at age 75.

To determine if a contract is a YRT versus a PRT look on a PQTY screen under SER (under ***Individual Contracts***), if there is no number in this field, than it is a YRT, if there is a number in this field, then it is a PRT.

RMNOT HOSR'S with a WHO Code of SPJ (see attached) are produced for notification of a late notice. You may need to order a bill because the premium payment is 32 days overdue on certain PRT/YRT. The client should be sent a bill and given 30 days from the date on the letter to submit the premium. A separate letter should also be sent to the owner indicating that a billing is being mailed and they have 30 days to submit payment.

For YRT:

- bills are needed if the owner is an individual and will not attain age 65 in the year the notice is produced
- the contract cannot continue for individually owned contracts once the owner has attained age 65
- if owned by a plan and the maturity date has been reached, the Trustee can request to extend the coverage to age 75 on a non-contractual basis
 - o you will need insert 75 in the "AGE EXT" field (see sample below) on the contract at that time since, it will not be on the contract at issue and bills will stop if age 75 is not in that field

For PRT:

- the policy terms allow coverage up to age 75, however this field is not completed at issue.
 - o insert age 75 in the "AGE EXT" (see sample below) field for bills to continue
- bills are needed if the owner is an individual and will not attain age 75 in the year the notice is produced
- the contract cannot continue for individually owned contracts once the owner has attained age 75

For YRT & PRT:

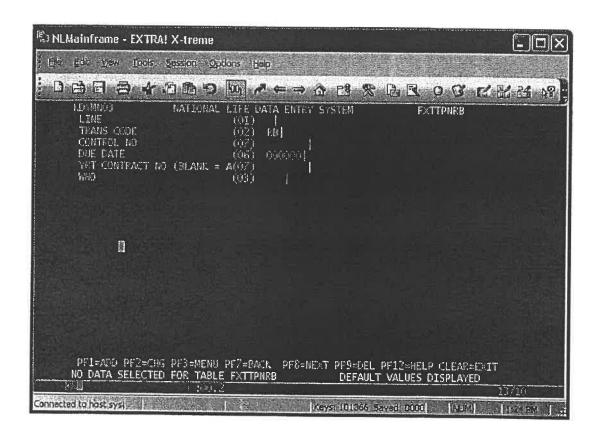
- If the contract is owned by a plan and the maturity date has not been reached, you have two choices:
 - 1. order a new bill with a quick letter giving them 30 days to submit a premium or
 - 2. send a letter advising the trustees that we received payment for life policies, however, the term premiums have not been paid. Give them a 30 day window to submit the premium.

This manual process is needed as a result of special programming that occurred in 1997 ... the programming did not include sending late notices for premiums due on these contracts.

Ordering a bill via ASFN system: (bill will go directly out the door)

Select FXTTPNRB and enter

Line = Y
Trans Code = always equals RB
Control Number = contract #
Due date = Premium past due date
YRT Contract no (blank= all)
Who = your who code
F1 = Enter



Select FXTTICCFYI screen and enter

Control Number = contract number

Check digit = check number

Last acct date = last day any accounting took place

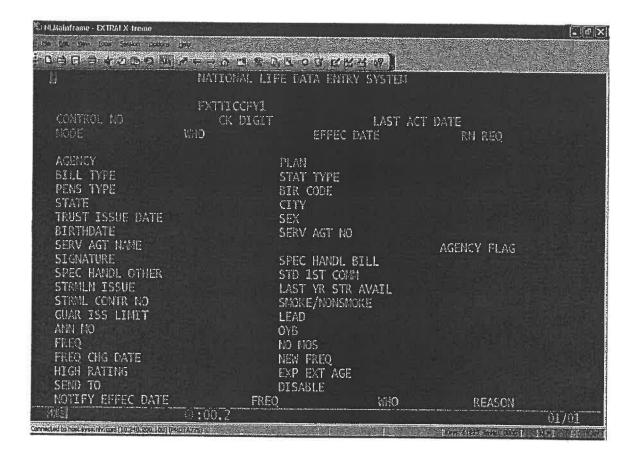
Mode = 35

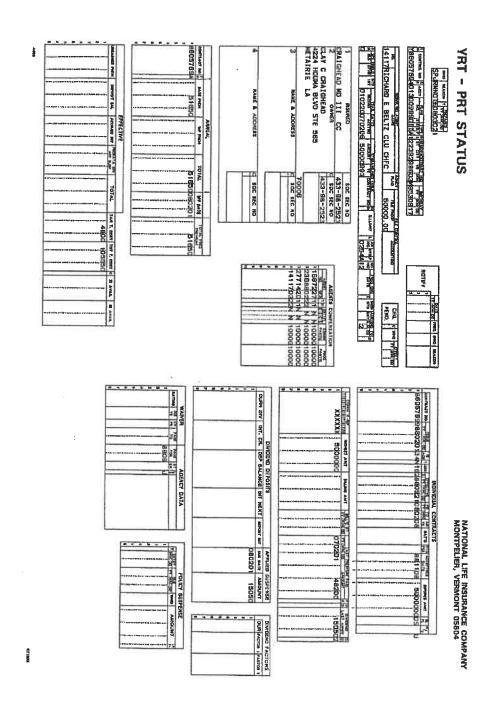
Who = your who code

RN REQ = 1 I fwnat one

EXP Ext Age = 75

F1 = Enter



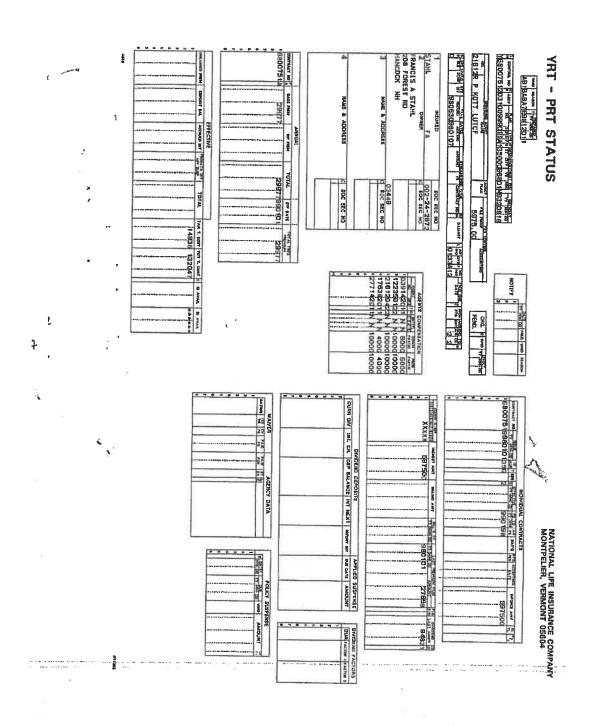


BABA7 HOSR with a whoode of ABI (sample attached)

This is notification that the attained age of the insured is greater than the expiring date of the contract and no bill is generated.

Check the PQTY screen to determine the paid to date on the contract (PD-TO field under ***Individual Contracts***).

- If this date is prior to the date you received the status, wait until that date is reached, then check the LAST DIV amount on the same screen
 - o If the DIV-OPT is =1, a dividend check will automatically be sent to the owner
 - o If the DIV-OPT is =2, the dividend will be in agency suspense
 - A check needs to be written for this amount
- Send a letter to the client stating the policy has expired without value according to the terms of the contract. No renewal will be allowed after the policies anniversary nearest age (65 or 75) which ever is applicable.
- Terminate the policy via the FXTTICCS screen of the ASFN system (see sample below)



Terminate contract via ASFN system

Select FXTTICCS and enter

Line = Y

Trans Code = CS

Control No = Contract number

Check Digit = Found on status under CK section

Effective date = ist day of month of pd to date

Mode = 17

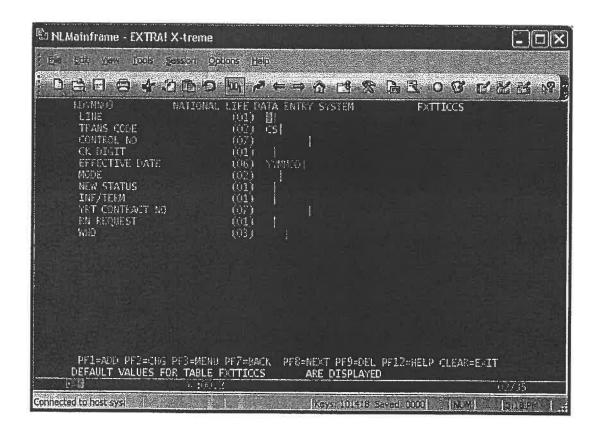
New Status = 5 (terminated)

INF/TERM = blank

YRT Control number = number all YRT contracts are under for individual (usually same as contract number)

RN = 1 (if you want an after status produced)

WHO = Your Who Code



Arguin, John

From:

Blouin, Linda

Sent:

Wednesday, May 03, 2017 7:54 AM

To:

Laughlin, Kathryn

Cc:

Manwaring, Rebecca; Slayton, Brenda; Wheeler, Ramanza; Arguin, John; Blouin, Linda

Subject:

FW: Flex System - RMNOT HOSR's

Attachments:

xrx9c934e1b6c7a.corp.nlg.net_Exchange_05-02-2017_15-24-15.pdf

Hi Kathy,

Yes, it does sound like the RMNOT HOSR's should come to our Billing team. Would you please share the HOSR's you've received with John, Brnd a& Manzi. I'd like these 3 individuals to walk thru the process together and reach out to Karen with any questions.

How are you receiving the HOSR's? We'll want to update the process so that they come to our team.

Brenda, would you please set up a mtg to review with John & Manzi. Thank you!

-----Original Message-----From: Laughlin, Kathryn

Sent: Tuesday, May 02, 2017 3:39 PM To: Blouin, Linda; Manwaring, Rebecca

Cc: Bresett, Misty Subject: Flex System

Cindy Cyr brought the attached document to me today questioning if this function belonged in Contract Change.

Background:

Karen Demers used to handle these and when the pension lapses were transferred from the Pension Team to Billing, this function apparently came along with it and Cindy was giving the documentation.

The YRT/PRT RMNOT (it is a HOSR with the notify reason code of RMNOT) function appears to be a billing function, apparently under certain circumstances the Flex System cannot generate the bill automatically.

The BABA7 HOSR's (reason code is BABA7) appears to be a notify generated when the policy needs to be expired (terminated) and the system needs this to be done manually.

I would like to propose that the RMNOT's go to Billing (we currently have 5 of them that could be used for training) and that the BABA7's move to Disbursements, as this seems to fit with the other policy terminations that area is handling.

I can set up time for us to meet on this topic if you feel that is necessary, just let me know.

Thanks.

Arguin, John

From: Laughlin, Kathryn

Sent: Friday, May 05, 2017 4:53 PM

To: Slayton, Brenda; Arguin, John; Wheeler, Ramanza

Cc: Blouin, Linda

Subject: RE: Flex System - RMNOT HOSR's

Here are the statuses. Let me know if you need anything. KL

----Original Message-----From: Blouin, Linda

Sent: Wednesday, May 03, 2017 7:54 AM

To: Laughlin, Kathryn

Cc: Manwaring, Rebecca; Slayton, Brenda; Wheeler, Ramanza; Arguin, John; Blouin, Linda

Subject: FW: Flex System - RMNOT HOSR's

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