



# State Change Process

EFFECTIVE DATE	August 28, 2025
INTRODUCTION	This procedure outlines situations that may arise when an agent is in discussion with a prospect and is determining whether the prospect's state of residence is acceptable.
AUDIENCE/ RESPONSIBILITY	Wholesale Sales Wholesale Sales Leadership

## Overview

**Policy:** Any state change must have a legitimate client directed reason for the change of the state, which shall require some form of substantiation. You **CANNOT** change a state solely to avoid an unacceptable state or to put the client in a more advantageous state (such as a lower program fee or to "help them out").

## Process

### State Eligibility Situations

- **Client is moving to a state we don't service in (not an acceptable state):**
  - **STOP**, do not move forward with this client
- **Client just moved:**
  - *Has nothing in their name with the new address:*
    - **Wait** until the client has documentation
    - Documentation is not necessarily limited to lease, mortgage, or bills.
      - List of acceptable documents can be found in your Customer Identification Program doc (CIP) located in Salesforce in libraries
- **Military prospect:**
  - ***Deployment in the US:***
    - Capture physical state of residence
    - Use APO (Army Post Office) for mailing address
  - ***Deployment out of the Country:***
    - Need to see Orders - confirm the orders and APO (Army Post Office) mailing address
    - Keep in mind the types of debts enrolled.
      - Any creditor who may require the client's involvement in the negotiation process could present a concern unless a second authorized individual is also enrolled.

# State Change Process

Process
State Eligibility Situations
<ul style="list-style-type: none"> <li>• <b><i>Deployed but has a primary address:</i></b> <ul style="list-style-type: none"> <li>○ APO can be used and/or the Primary Address</li> </ul> </li> </ul> <p><b>Note:</b> <i>Active military personnel may use either their military address or a permanent residence address, provided that neither is located in a designated Red State. If one address falls within a Red State, the alternate address should be used—assuming it is located in an eligible, non-Red State jurisdiction.</i></p> <ul style="list-style-type: none"> <li>• <b><u>Client planning to move in the near future</u></b> <ul style="list-style-type: none"> <li>○ Currently lives in one state but plans to move to another state in the near future: <ul style="list-style-type: none"> <li>■ Use the current state of residence</li> <li>■ If the client plans to move to an <b>unacceptable state</b>, we will typically term them from our program.</li> </ul> </li> </ul> </li> </ul> <p><b>Note:</b> <i>If the move is in the relative near future, i.e., weeks to a month, the next state may be used. If the future move is longer than a month, use the current state of residence.</i></p> <ul style="list-style-type: none"> <li>• <b><u>Partial Residency in multiple states:</u></b> <ul style="list-style-type: none"> <li>○ Visiting or Temporary staying in a state: <ul style="list-style-type: none"> <li>■ Use the CR state or refer to where the consumer files taxes.</li> </ul> </li> <li>○ Prospect lives half the year in an unacceptable state and the other half in an acceptable FDR state? <ul style="list-style-type: none"> <li>■ Use the state where the client files their federal taxes.</li> <li>■ If the client files their federal taxes in an unacceptable state, <b>do not proceed</b>.</li> </ul> </li> <li>○ Prospect lives half the year in one state and the other half in a different (both FDR states)? <ul style="list-style-type: none"> <li>■ Use the state where the client files their federal taxes.</li> </ul> </li> <li>○ Prospect lives half the year in an ARP state and the other half in an acceptable FDR state? <ul style="list-style-type: none"> <li>■ Use the state where the client files their federal taxes.</li> </ul> </li> </ul> </li> <li>• <b><u>Client is a Traveling Nurse:</u></b> <ul style="list-style-type: none"> <li>○ The state to use is where the prospect rests their head when they are not travelling. <ul style="list-style-type: none"> <li>■ Example: If the traveling nurse stays with the parents when not traveling, then the parents' home will serve as their primary residence and the location for their stay.</li> </ul> </li> </ul> </li> <li>• <b><u>Do not change the address/state without speaking with the prospect/client:</u></b> <ul style="list-style-type: none"> <li>○ Must have confirmation through recorded line and email</li> <li>○ Must save the email in widget/document upload</li> <li>○ Please do not alter the state without obtaining <b>BOTH</b> confirmations above from the client.</li> </ul> </li> </ul>