



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.



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Process
State Eligibility Situations
<ul style="list-style-type: none">● Deployed but has a primary address:<ul style="list-style-type: none">○ APO can be used and/or the Primary Address <p>Note: 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.</p>● <u>Client planning to move in the near future</u><ul style="list-style-type: none">○ Currently lives in one state but plans to move to another state in the near future:<ul style="list-style-type: none">■ Use the current state of residence■ If the client plans to move to an unacceptable state, we will typically term them from our program. <p>Note: 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.</p>● <u>Partial Residency in multiple states:</u><ul style="list-style-type: none">○ Visiting or Temporary staying in a state:<ul style="list-style-type: none">■ Use the CR state or refer to where the consumer files taxes.○ Prospect lives half the year in an unacceptable state and the other half in an acceptable FDR state?<ul style="list-style-type: none">■ Use the state where the client files their federal taxes.■ If the client files their federal taxes in an unacceptable state, do not proceed.○ Prospect lives half the year in one state and the other half in a different (both FDR states)?<ul style="list-style-type: none">■ Use the state where the client files their federal taxes.○ Prospect lives half the year in an ARP state and the other half in an acceptable FDR state?<ul style="list-style-type: none">■ Use the state where the client files their federal taxes. ● <u>Client is a Traveling Nurse:</u><ul style="list-style-type: none">○ The state to use is where the prospect rests their head when they are not travelling.<ul style="list-style-type: none">■ 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. ● <u>Do not change the address/state without speaking with the prospect/client:</u><ul style="list-style-type: none">○ Must have confirmation through recorded line and email○ Must save the email in widget/document upload○ Please do not alter the state without obtaining BOTH confirmations above from the client.