

# Agent FAQ's



## MAKING CHANGES TO YOUR AGENT PROFILE

Please keep your contact information up to date.

**Bank information:** complete a new Producer Direct Deposit Form, found in the ADDS<sup>®</sup> Library under Agent Appointment Forms. Send the completed form and a voided check to [bflagency2@bflic.com](mailto:bflagency2@bflic.com) or fax to 404-926-4029.

**Name change:** send a copy of the court documents that show your name has legally changed to [bflagency2@bflic.com](mailto:bflagency2@bflic.com). We also strongly recommend notifying your state insurance department to get your name changed on your license.

**Add a state to your current state approval list:** notify your upline first to request approval for an additional state(s) to be added.



## GETTING PAID

Using direct deposit allows you to get paid up to two weeks faster than if you wait for a check in the mail.

Cutoffs for weekly commission statements are Tuesday night and Friday night.

- Tuesday's statement appears in ADDS on Wednesday.
- Friday's statement appears in ADDS on Monday.

Cutoff for monthly commission statements is the last business day of each month.

- Statements appear in ADDS on the third business day of the new month.

**If you have any questions about your commission payments or statements, please call the Agency Department at 866-458-7503 and press option 1, then option 7.**



## COMMISSIONS & YOUR PERSONAL ESTATE

We **do not automatically pay** commissions to a surviving spouse. **You need to have a will in place** that states that you want your spouse to receive your renewal income.

**Your executor should send us a copy of your will** if it goes to probate court. We will adhere to your wishes regarding a beneficiary. **We also need a complete W9 form** for the individual who will receive the commissions. These documents should be sent to [bflagency2@bflic.com](mailto:bflagency2@bflic.com).

**If you do not have a will**, your spouse or a family member will need to go to Probate Court and apply to be the executor. If the court grants a Letter of Testamentary, the executor can send it to us along with a completed W9 and a copy of the Death Certificate to [bflagency2@bflic.com](mailto:bflagency2@bflic.com). The commissions can then be sent to the executor.



## YOUR AGENT PORTAL, ADDS®

**Current product forms** are uploaded daily to the ADDS Library tab under Forms and Information.

**Online Ordering** allows you to have forms shipped directly to you.

- Order forms while you are in the Library, or
- Go to the Online Ordering tab and start your order there

The **eApp** is also available online. To start a new application select “Online Application” from the eApps tab.

**Reporting** capabilities help you monitor and manage your block of business.

The Report tab contains:

- **Agent Hierarchy Report:** gives you a list of agents reporting to you, the last time they had a case issued, active states, and their contract date.
- **Annual Premiums Report:** provides you with your current annual premiums by state and company.
- **Current Policy Report:** shows all paid and pending policies. You can sort by policy number or name. Click on the policy number to see information about that policyholder.
- **Non-paying Policy Report:** a 60-day window of policies in their third billing cycle, policies terminated due to a policyholder’s death, and recently lapsed policies.
- **Underwriting App Tracker:** lets you know the status of your submitted applications, such as whether the application requires your attention or if your application has been approved or declined.



## MARKETING

We feature an online storefront that allows you to order and mail marketing materials to your clients called **BOLT® Marketplace**. BOLT Marketplace gives you the collateral you need to cross-sell and market to your existing book of business, and maximize your marketing efforts to potential new clients, tailored with your name and contact information.

Agent training is offered through **BOLT® Training**, which is accessed through ADDS®. Courses available include Quick-Start Onboarding, Product Knowledge, Underwriting training and more. BOLT Training also gives you access to discounted CE credits.

For questions on either of these systems, contact the Agent Support Team at 866-458-7503.



## CONVERSIONS, REWRITES & WRITING BUSINESS ON SELF AND FAMILY

### Conversions

Commissions on conversion policies, whether Plan-to-Plan within the same company or Company-to-Company, will be paid based on the duration of the original policy.

For example, a policyholder had a policy written and issued in 2015. An agent found a more suitable plan for their needs in 2019. The writing agent would receive commissions based on the 4th year of their compensation schedule for the new plan.

If you write a current policyholder another plan and are not the original writing agent, we require a handwritten letter from the client with their signature stating that they wish to change agents. Email or fax to the Policyholder Service department, [bflphs@bfllic.com](mailto:bflphs@bfllic.com) or 404-926-4033.

### Rewrites

There is a 13-month rule for re-writing policies. An agent can rewrite the policy, but will receive the renewal level for the 1st year compensation if it is rewritten within the 13 month period after lapse.

### Writing Business on Self and Family

Agents can write policies on themselves or relatives with the exclusion of Accident Expense, Disability Income and Dual Disability. Note that advances are not available on this business.



## RECRUITING & CONTRACTING

The appointment process typically takes **4-10 business days or less if you use our Contracting online through ADDS under the Lead Generation tab/Agent Lead.**

Items that can cause delays in the appointment process include:

- Incomplete paperwork (such as non-disclosure of legal statements)
- Inaccurate information provided on the contract
- Improper hierarchy lines of business or commission schedules

You may have multiple writing numbers, due to the option of being appointed with both Bankers Fidelity Life Insurance Company® (BFLIC) and/or Bankers Fidelity Assurance Company™ (BFAC).

When applicable, you may be issued 'As Earned' writing numbers for both companies, and if approved for, 'Advanced Commissions' a writing number for each company will be issued.

**If you have any questions regarding your agent profile or commissions, please contact the Agency Department at 866-458-7503 and press option 1, then option 7 or [bflagency2@bfllic.com](mailto:bflagency2@bfllic.com).**