ANNUITY NEW BUSINESS APPLICATION PROCESS

NEW BUSINESS SUBMISSION GUIDELINES

Please send application submissions or general new business documents to:

Email: newbusiness@dmi.com **Fax: 781.740.9778**

If the carrier requires the entire or part of the application package submitted with originals (wet signatures), please send to: DMI Marketing | 50 Derby Street, Suite 250 | Hingham, MA 02043

If you have any submission related questions, please contact your case manager. If you don't know your assigned case manager, please call **800.322.6342** and ask for an annuity case manager.

SERVICE LEVEL AGREEMENTS

Within 24 hours after receipt, your application will be reviewed and either:

- Deemed to be "In good order" and sent to the carrier.
  Or
- Deemed "Not in good order" and additional requirements will be communicated to you or your staff.

An initial follow-up will occur three business days after the application is sent to the carrier to ensure it has been received and nothing else is outstanding at this time. Some carriers take longer to set up cases; in those instances, the initial follow-up will occur later than three business days after receiving the application.

- This allows for the standard 24-72-hour timeframe it takes the carrier to image and set up the case in their system.

Subsequent follow-ups will continue at a minimum of once a week to ensure the review is in process and no additional requirements have been posted.

- If a notification is received from the carrier with a status update or requirements, that information will be relayed the same day.

If applicable, transfer and 1035 exchange follow-ups will occur once we have confirmation that the paperwork has been sent out. Our follow-ups will supplement the regular follow-ups from the carrier.

- **NOTE**: Some transferring companies/outgoing 1035 carriers will not speak to us as a 3rd party for privacy reasons. In those situations, we rely solely on the carrier updates and will communicate those as they are received. If you are comfortable asking your client to call and expedite this process, that is always welcomed, but it is not required.

NOTE: If at any point in the process a carrier failed to receive documentation, we will resend and follow up to ensure it has been received.

COMMUNICATION

The entire way through the process you should be receiving at least one status update from your dedicated case manager weekly until the policy or contract is issued.

ASK ABOUT SMARTVIEW FOR ADVISORS

If you would like 24/7 access to your pending case information, please contact your case manager. They will be able to initiate a request to have your account created.