Submitting New Business

Standards and Procedures

Life New Business and Underwriting

MassMutual FINANCIAL GROUP

We'll help you get there.

Rev. August 29, 2011

New Business Submission Standards

- Submitting Documents Mailing Documents
- Faxing Documents
- Electronically Submitting Documents
- Special Considerations
- Updates as of April 2009*
- Communication*
- Additional Resources

**Added April 2009*

Revised June 1, 2009

Submitting New Business Documents

To avoid delays in processing, please adhere to this reference chart of procedures for submitting apps and forms:

Do NOT mail items directly to a case manager or underwriter.	DO use correct mailing envelope.
Do NOT submit single pages of a document.	DO send entire document.
Do NOT cc case manager or underwriting when submitting docs.	DO trust they know when an application arrives.
Do NOT use staples to staple application together.	DO use paper clips or binder clamps.

Submitting New Business Documents – Quality

Because these documents will be imaged, and to avoid delays, be sure that the submission to the home office is as clean as possible. Before faxing, or emailing, remember to:

- **Make sure your fax is set to 200 x 200 resolution, OR use fine-mode setting.**
- Use the most original – e.g. do not email or fax copies of copies to the Home Office
- Check for and remove smudges
- Repair any tears
- When faxing, make sure that the pages are aligned properly in the fax so the image is not “crooked” on the copy received in the Home Office

Something to think about: what will this document look like after it’s imaged?

Mailing New Business Documents

Procedures for mailing applications:

- Sensitive client information should be clearly identified as “restricted” on the outside of the envelope.
- Application packages should have Part 1 on top, with the policy number(s) – alternate and additional – in the top right-hand corner.
- Documents should be sorted into “like” piles.
  - Example: all applications in one envelope, all PAC forms in a separate envelope…etc.
- The correct envelope should be used and clearly marked according to “likeness.”
  - Life New Business – E2012a
  - DI New Business – E1289
  - DI Contract Change – E1430
- Concur applications should be separated into correct envelopes.
  - Use Concurrent Coversheet F6701
- Two-sided applications **will be accepted**, and both sides will be scanned.

Faxing New Business Documents

Tips for faxing New Business documents:

- Include all pages of form when re-submitting
  - Any forms submitted with missing pages will not be accepted – ***including Part 1 application***
  - For example, if you are resubmitting a Life Part 1 application, fax in all nine pages, not just the revised page. With Front End Imaging, the entire form must be resubmitted.
- Validate whether document can be accepted via fax
  - ***Not acceptable for fax***:
    - 1035 exchange paperwork
    - Raised seal
    - Notarized documents
- Make sure your fax machine is set for 200 x 200 resolution OR use “fine-mode” setting
- Include policy numbers on the first page of each document
- Use Requirements Transmittal Form F9742
- DO NOT follow up with originals
- Delivery Requirements: one policy per fax
- Make sure the pages are fed straight

Electronically Submitting Life New Business Documents

When electronically submitting…

- Include all pages of form when re-submitting
  - Any forms submitted with missing pages will not be accepted - *including Part 1 application*
  - For example, if you are resubmitting a Life Part 1 application, send in all nine pages, not just the revised page. With Front End Imaging, the entire form must be resubmitted.
- Validate whether documents can be accepted via electronic submission
- **For Life submission:** DO NOT send or "cc" items directly to case manager or underwriter *when emailing to the subsequent requirement email addresses*
- **For DI submission:** Subsequent requirements should be sent *directly to your assigned case specialist or underwriter*

Electronically Submitting Life NB Documents, continued

New Message

File Edit View Insert Format Tools Message Help

Send Cut Copy Paste Undo Check Spelling Attach Priority Sign Encrypt Offline

To: ***Subsequent Requirements address here.***

Cc:

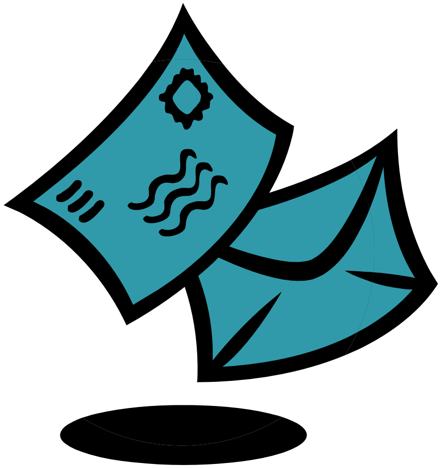
Subject: ***Policy number, Insured's Name.***

Arial 10

- All documents must be sent
  - ***from*** a "financialguide.com" account
  - ***to*** a Subsequent Requirements email address
- DO NOT follow up with the originals
- Delivery Requirements: Submit one policy at a time

Special Considerations

- Cover Letters
  - Include policy number on cover letter
  - Submit cover letter *behind* Part One application
- DI Contract Change Applications
  - Submit all contract changes using envelope E1430
  - Includes Right-to-Apply applications
- DI Intent-to-Apply
  - Submit DI [ITA(DI)-98] form with Life applications (use state-specific versions as applicable)
- Application Data Entry
  - Include reference in Remarks section to:
    - Quick Close cases
    - Additional/alternate policies
    - Trust cases
  - Complete Beneficiary Management screen



Updates as of April 2009

- Blue Chip Circle Submissions:
  - Identify your Blue Chip Circle members – separate Blue Chip Circle cases from all other submissions
  - Label Blue Chip Circle information – indicate Blue Chip Circle on the Life New Business envelope (E2012a)
- ePolicy Divider Pages
  - Remove divider pages from the wrapper. They are not intended for the client and simply provide instructions for assembly
  - 30-day Delivery Requirements: The compliance manual states that "all policy delivery requirements must be returned within 30 days of policy issue." *(See New Business Update – Week of April 13, 2009, for more information)*
- New PAC Form Submission
  - New email address: IPMPACFORMS@IUO.massmutual.com
- Updated New York Reg 60 Submission
  - New Email address: nyreg_60@massmutual.com
  - Fax number: 413-226-4402

Communication

Remember to communicate pertinent information to producers, assistants, and any other impacted agency staff via:

- Email
- Posting
- Stand-ups or agency meetings
- Agency website
- Engage your management

All information provided via New Business Update and NBC Forum can and should be shared with producers and staff.

Conclusion

- Questions
  - Contact the New Business Helpline 1-800-767-1000 ext. 23748
- Reference Material:
  - Submitting Subsequent Requirements
  - Frequently Asked Questions

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