MassMutual

Conducting a Disability Income (DI) Insurance Application Meeting Using EZ-app

Role-Play Guidelines

In this activity, you will practice conducting a disability income insurance application meeting using EZ-app or your firm's application completion method. This role-play exercise will prepare participants to conduct their own client application meeting.

Role-Play Instructions

Description of role play	There are three parts in this role-play: advisor, client, and observer (optional). This is a face-to-face meeting between a client and an advisor. The meeting is an opportunity to discuss and complete an application for a disability income insurance policy using EZ-app or your firm's application completion method. The advisor and client have had a prior discovery meeting and discussed client needs. See the Client Profiles below for additional background information on the client role.
Description of role play objective(s)	Your objective as the advisor is to review the application process with the client, inform them of the personal nature of the application questions, and complete the application on their behalf using EZ-app or your firm's application completion method. Your objective as the client is to apply for disability income insurance and obtain a policy. Switch who is in the advisor role periodically. Between switching roles, the observer or the client should take a couple minutes to provide feedback to the advisor. **PLEASE NOTE: DO NOT LOCK THE APPLICATION IN EZ-APP. LOCKING THE APPLICATION WILL CREATE A REAL POLICY NUMBER.**

Description of participants in the role-play	• New Advisor
	• Client: select one of the profiles below for the client role. For additional details about each client, see the Client Profiles on page 3.
	  o Client 1: John – 40, married with two dependents
	  o Client 2: Samantha – 29, single with no dependents
	  o Client 3: Amanda – 49, divorced with two dependents
	• Observer (if working in groups of 3+)

Guidelines for constructive feedback	When playing the observer, be prepared to provide the advisor feedback. (If working in pairs the client role will provide feedback). • Begin with positive feedback. • Note an area that presents an opportunity for growth. • Keep feedback during the role-play activity brief.

Observer Reflection Questions

1. What did the advisor(s) do well?	
2. What language/phrasing did you hear from your fellow group mates that you want to implement in your own meetings?	
3. What areas present an opportunity for growth?	
4. Additional observations	

Client Profiles

Select **one** of the three hypothetical profiles, John, Samantha or Amanda to be the client for the role-play activity.

John Springfield

Age: 40

Marital Status: Wife, Michelle (39)

Children: Sarah (9) Louis (6)

John is applying for a DI insurance policy. He wants to protect his income and still be able to contribute to the college fund he set up for his children in the event he becomes too sick or injured to work. His current employer offers group-long term disability insurance, but he would like additional coverage.

Financial

- John is a project manager for a construction company and makes $85,000/year.
- His wife Michelle is a graphic designer and makes $60,000/year.
- Their monthly household expenses (including a mortgage, childcare, and a deposit into his children's college fund) average around $5,500 a month.
- He and Michelle have an 'emergency' savings account with $15,000 that could be used in the event either was unable to work.

Avocation

- John does not have much time to indulge in activities, as he spends the majority of his non-working hours shuffling his children to their activities.
- When he is able to take time for himself, he enjoys playing golf and basketball.

Health/Medical History

- John is in overall good health; although he does suffer from occasional lower-back pain. When his back flares up he usually takes Aleve or another OTC pain reliever.
- John's grandmother died of lung cancer age 73, but that is the only cancer related death in his family.

Samantha Boston

Age: 29

Martial Status: Single

Children: None

Samantha is applying for a DI insurance policy. Samantha is a surgical resident and will be making hefty student loan payments for the next decade. She is seeking coverage to protect her income and ensure she can still make her student loan payments in the event she becomes injured or too ill to perform her demanding job functions.

Financial

- Samantha is in her second year (of 5) in a surgical residency program and earns $60,000 a year. After she completes her residency and becomes an attending surgeon, she has the potential to make over $200,000 a year.
- She has $150,000 in student loan debt and $0 in savings.
- Due to her large monthly student loan payments, Samantha has not begun contributing to a 401(k).
- Her monthly expenses (including rent and her student loan payment) total around $4000 a month.

Avocation

- Samantha's demanding work schedule takes up the majority of her time, but when she has free time she enjoys running, yoga, and painting.

Health/Medical History

- Samantha is in overall good health.
- She badly injured her ankle in college and will sometimes wear a brace for extra support when she works a double shift at the hospital.
- Samantha's family has a history of heart disease; both of her parents (both age 66) take medication to control their cholesterol and her paternal grandfather died from a heart attack at age 68.

Amanda Worcester

Age: 49

Martial Status: Divorced

Children: Jessica (21) Rory (17)

Amanda is applying for DI insurance. She is seeking coverage to protect her income in the event she becomes too sick or injured to work. Amanda currently has employer paid Group Long Term Disability coverage through her law firm. The GLTD pays 60% of her income to a max of $10,000.

Financial

- Amanda is a lawyer and earns $160,000/year.
- She has $10,000 in savings and contributes to a 401(k) plan with her employer matching 3%.
- Her monthly expenses (including a mortgage, alimony, and college tuition payments) average around $7000 a month

Avocation

- Amanda enjoys attending spin class, playing tennis, and baking.
- She and her best friends from law school take an annual weeklong trip to California wine country every fall.

Health/Medical History

- Amanda is in overall good health.
- She recently had surgery to correct her tennis elbow and made a full recovery.
- Her mother (age 72) was diagnosed with type 2 diabetes at age 58 and has struggled to control her symptoms.