



The Silver Guard Series

Products for the
Senior Life/Final Expense Markets
Using the INSpeed Enrollment
Process



The Baltimore Life Companies

- Insuring America since 1882
- \$800 million in assets
- Niche Middle Market Customers
- Mutual Insurance Holding Co.
- Retain Independent Nature of Company
- IMSA Certified

The Final Expense Market "The Graying of America"

On July 1, 2004

- 36,300,000 Americans age 65 and older
- 4,900,000 Americans age 85 and older

Growth Projections

- 70,000,000 age 65 and older in 2025
- 86,700,000 age 65 and older in 2050

Age Segmentation

•	Ages 65 to 69	27%	Ages 70 to 74	25%
•	Ages 75 to 79	22%	Ages 80+	26%

Information from the 2000 US Census Data and analysis by MapInfo, a Troy, NY based research firm.

The Exploding Senior Market What do we know?

- Many seniors have limited assets and little or no permanent life insurance - 76% owned no life insurance
- Many have consumer and credit card debt
- Many are taking out mortgages / home equity loans
- Many are concerned about the escalating cost of funerals
- Many are raising grandchildren 5,600,000 grandparents have grandchildren living in their homes.

Source: LIMRA International



Silver Guard I (Level Death Benefit)

- Whole Life policy Non-participating
- Full and immediate death benefit Day 1
- Guaranteed Premiums & Death Benefits
- Non-cancelable
- Issue ages 40 80 / Age last birthday
- Face amounts \$2,500 min. & \$20.00 / mo.
 - \$25,000 max. ages 40 75;
 - \$15,000 max ages 76 80
- Premium Modes; Monthly Bank Draft, Qtr, SA, Annual



Silver Guard I (Level Death Benefit)

- Life Pay and 10 Pay options
- Accidental Death Benefit option available for life pay option only
- \$1,000 cash draft feature
- Simplified Underwriting / Jet Issue
 - → NO exams, NO blood or HOS, NO APS
 - → MIB
 - → Applicant must answer "NO" to all health questions in Part I and II of the application for insurance.



Silver Guard I (Level Death Benefit)

- Over 70% of cases approved at point of sale using INSpeed
- Issued policies mailed within 48 hours of approval

Silver Guard II (Graded Benefit Life)

- Whole Life policy Non-participating
- Graded death benefit
 - 25% in first policy year
 - 50% in second policy year
 - 100% thereafter
 - Full death benefit in the event of an accident starting at issue
- Guaranteed Level Premiums
- Non-cancelable
- Issue ages 40 75 / Age last birthday
- Face amounts \$2,500 min. & \$20.00 / mo.
 - \$15,000 max
- Premium Modes; Monthly Bank Draft, Qtr, SA, Annual



Silver Guard II (Graded Benefit Life)

- Life Pay option only
- \$1,000 cash draft feature
- Simplified Underwriting / Jet Issue
 - → NO exams, NO blood or HOS, NO APS
 - → MIB
 - → Applicant must answer "NO" to all health questions in Part I and no more than one (1) "YES" in Part II of the application for insurance.



Silver Guard III (Return Of Premium)

- Whole Life policy Non-participating
- Return-of-Premium
 - If death occurs in the first three (3) policy years, 100% of the premiums paid plus 6% simple interest is returned to the beneficiary.
 - 100% of face amount is payable if death occurs in yr 4 and beyond
 - Full death benefit in the event of an accident starting at issue
- Guaranteed Level Premiums / Same premiums as SG II
- Non-cancelable
- Issue ages 40 75 / Age last birthday
- Face amounts \$2,500 min. & \$20.00 / mo.
 - \$10,000 max
- Premium Modes; Monthly Bank Draft, Qtr, SA, Annual



Silver Guard III (Return Of Premium)

- Life Pay option only
- \$1,000 cash draft feature
- Simplified Underwriting / Jet Issue
 - → NO exams, NO blood or HOS, NO APS
 - → MIB
 - → Applicant must answer "NO" to all health questions in Part I. You do not need to answer questions in Part II and III.





In-Bound Phone Verification Process for Silver Guard Paper Apps.



In-Bound Phone Inspections for Paper Applications

- Used when paper applications are completed by the agent
- Applicant must contact the call center at 877.909.7260 to complete the interview
- Call center hours 10:00am-10:00pm EST,
 Monday through Friday
- Same process that exists today.
- Most applications should be enrolled using INSpeed



Faxed Application Program

- Fax application and copy of check representing first bank draft premium to 866.892.6428.
- High quality fax is required to assure legibility of information and form numbers.
- Fax all forms required including replacement notices and state disclosures.
- The applicant's pre-notice and conditional receipt should not be faxed since it must be given to the client.

Final Expense Made Simple



INSpeed® technology allows you to secure client approvals at the point-of-sale with One call and no paperwork!

Forget the old-fashion way of completing paper applications for final expense sales!

INSpeed® offers:

- Silver Guard application competed over the phone
- Rapid commission payments
- Underwrite case immediately
- Instant approvals
- Policy mailed within 48 hours
- No paperwork!
- Voice Signatures!

INSpeed: Automated Issue Process

- Electronic Application with automated underwriting for simplified issue apps
 - Web-Based
 - Agent and client work with a call center agent to complete the application in 17 minutes on average
 - No Illustration is required (Simplified Issue)
 - No incomplete applications
 - Call is recorded with a voice recognition signature(s)
 - Automated issue decision for 70%-75% of cases
 - Minimal administrative processing







Client & Field Agent

Call Center Browser IE 800#



NAVISYS ...

INSpeed e-Application & e-Underwriter **Voice Signature** Capture/Call Recorded

MIB-Web Direct



Policy Administration

Agent Validation Policy number Existing Policy Search New Business Jet Issue Underwriting Print Application & Policy Pages Delivery



Direct



Affinity Groups



Call Center Details

- Phone Number: 1.888.BLC.EAPP (252.3277)
- Call Center Hours: 10am-10pm EST Monday-Friday
- Complete sales process and medical pre-qualification in advance of calling the call center.
- Agent will be asked for their full agent ID#
- Agent will need to provide the call center rep with face amount, DOB, gender, mode of premium, method of initial premium payment, client data, beneficiary info, payor/owner data (if applicable).
- Provide the client with the Notification and Disclosure Statement prior to the call (form 7640).
- For all PA apps, form 1589 must be completed and presented to the client prior to the call.

Call Center Details (continued)

- If a replacement is involved, the state replacement forms must be completed by the agent and sent to the Home Office.
- NO coaching of the applicant during the enrollment process should occur by the agent, the applicants friends or family members
- If there is an owner or payor other than the insured, they will be required to participate on the call for signature.
- If the premium mode is monthly bank draft, the initial premium can be paid by check draft or credit card during the enrollment process.
- If the premium mode is Quarterly, Semi-Annual or Annual, the initial premium can be paid by credit card or check (mailed to the HO by the agent). We will not issue the policy until the check is received.



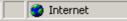
Call Center Details (continued)

- The call center representative will ask the client the questions in Part 1-3, Replacement section, APL and bank information (if applicable).
- Make sure the client has ready payment information for their checking account or credit card.



INSpeed Enrollment Interview

015000705

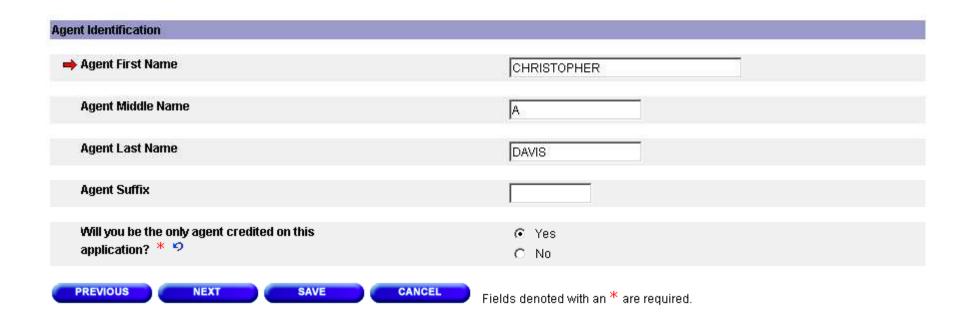


process? 🧐

What is your Baltimore Life Companies'

Agent Identification Number? *



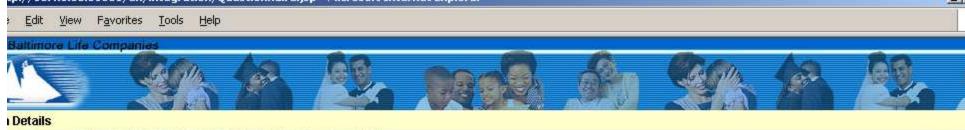


- · Please answer the question(s).
- · For reflexive questions, your selection initiates the next question.
- . To continue, click on the Next button.
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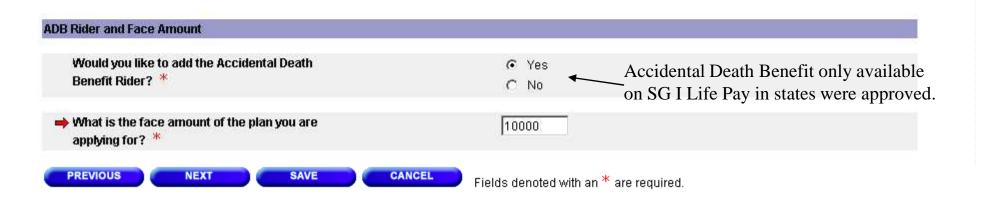
nt's Name: SENIOR MARKET SALES INC (Application Number: 1879)

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- · Please answer the question(s).
- · For reflexive questions, your selection initiates the next question.
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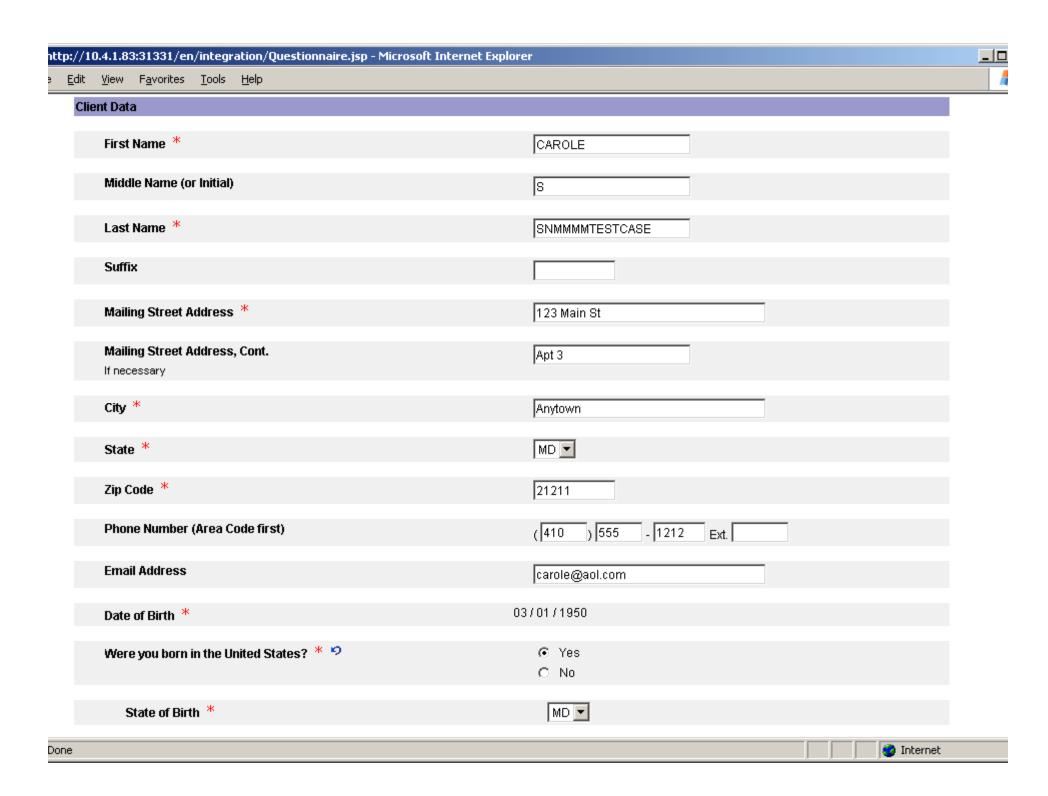


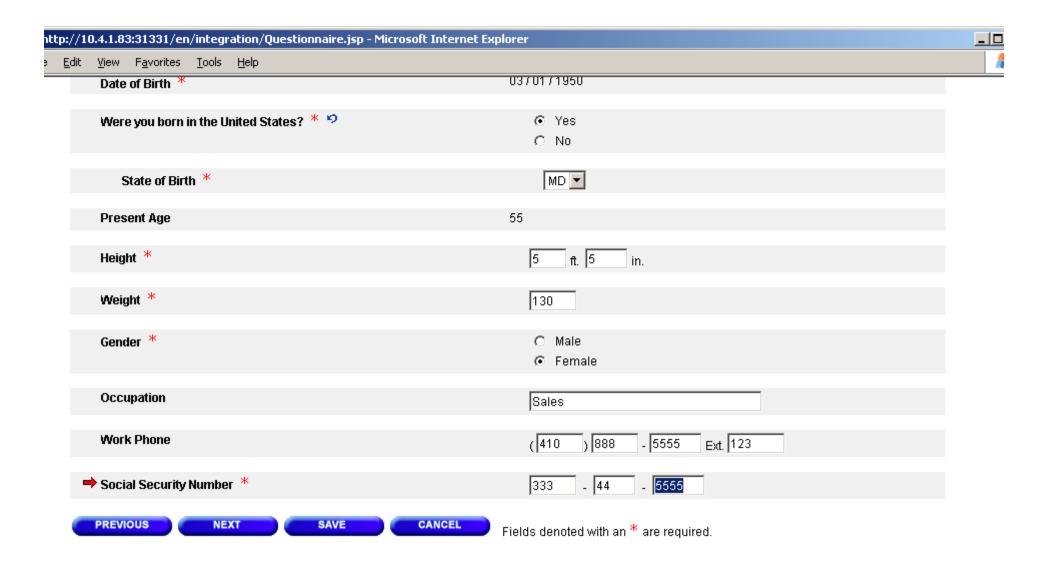
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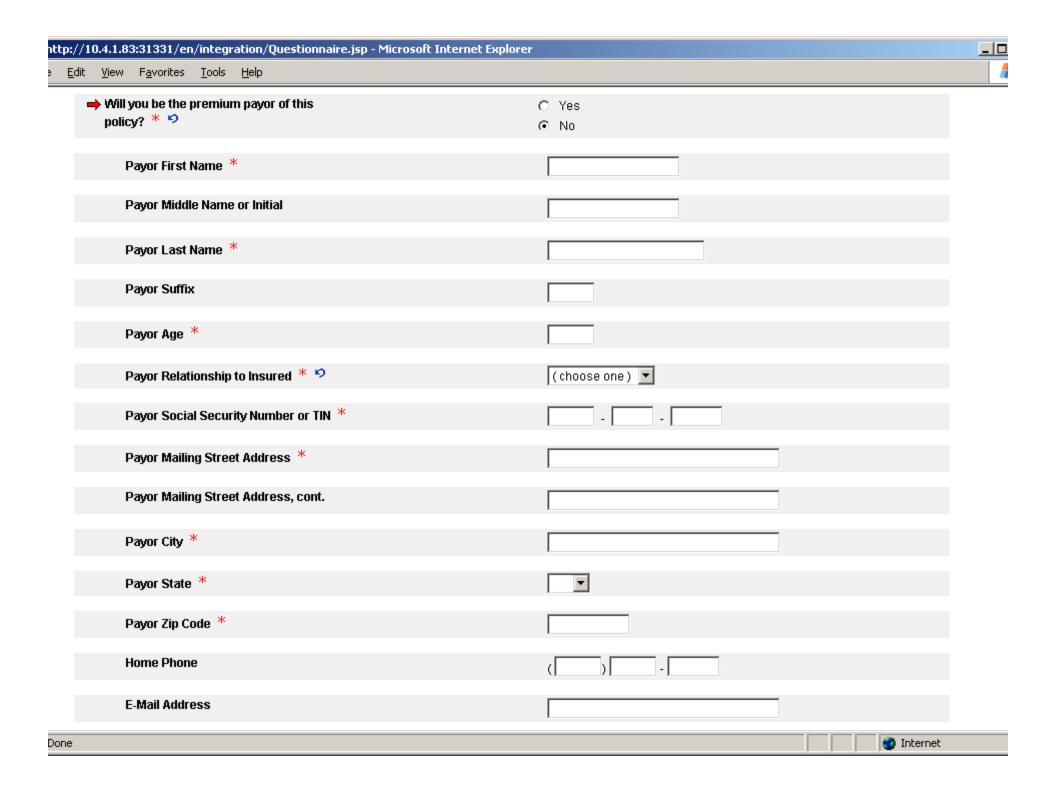


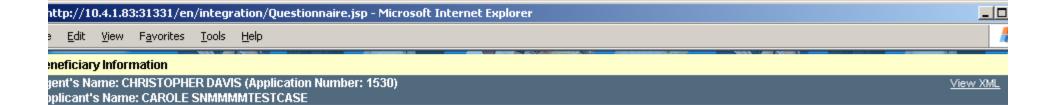
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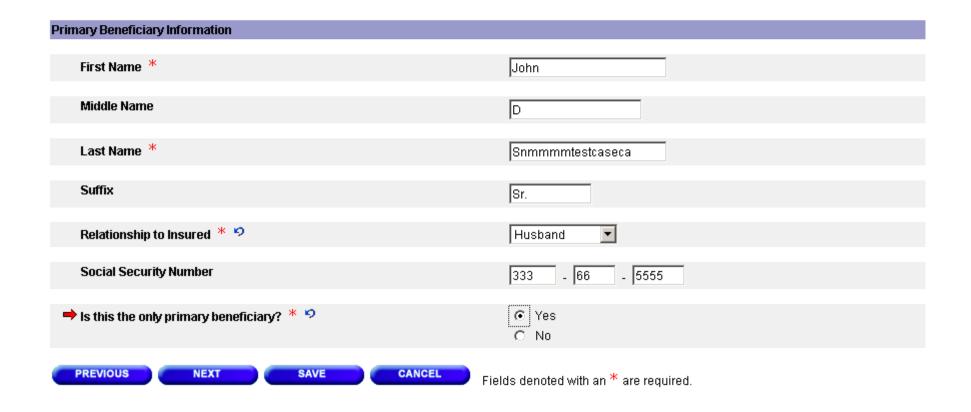




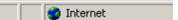
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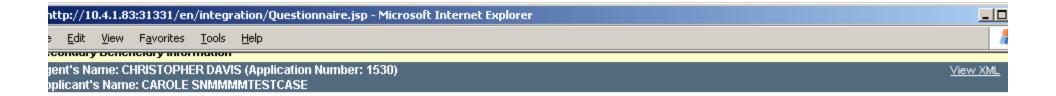


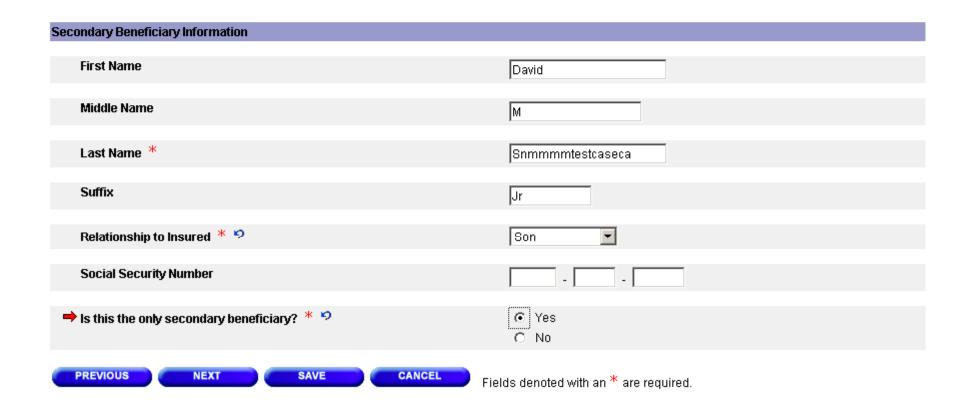




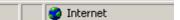
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pplicant's Name: CAROLE SNMMMMTESTCASE





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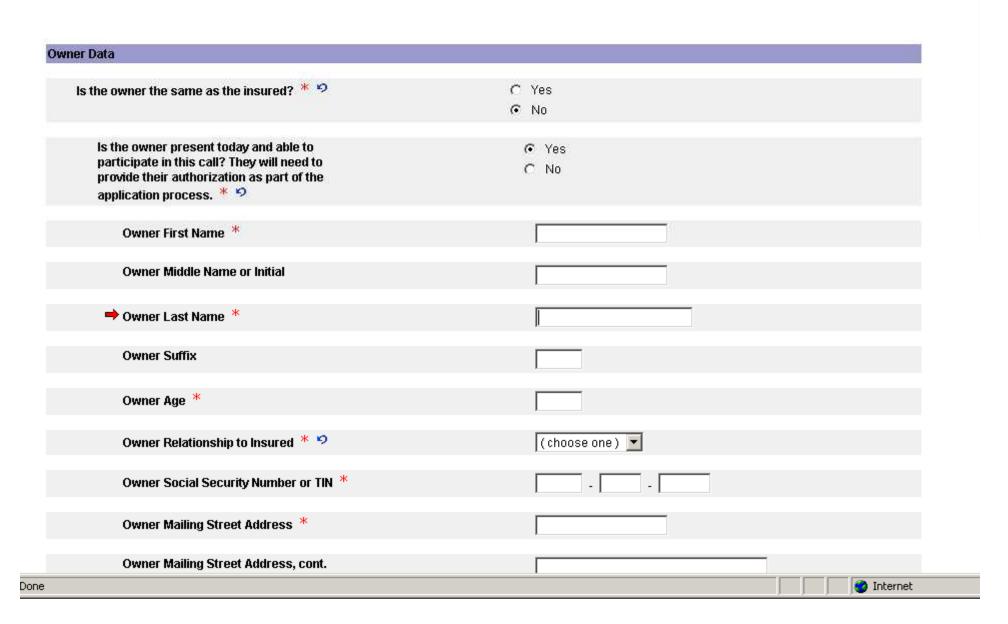


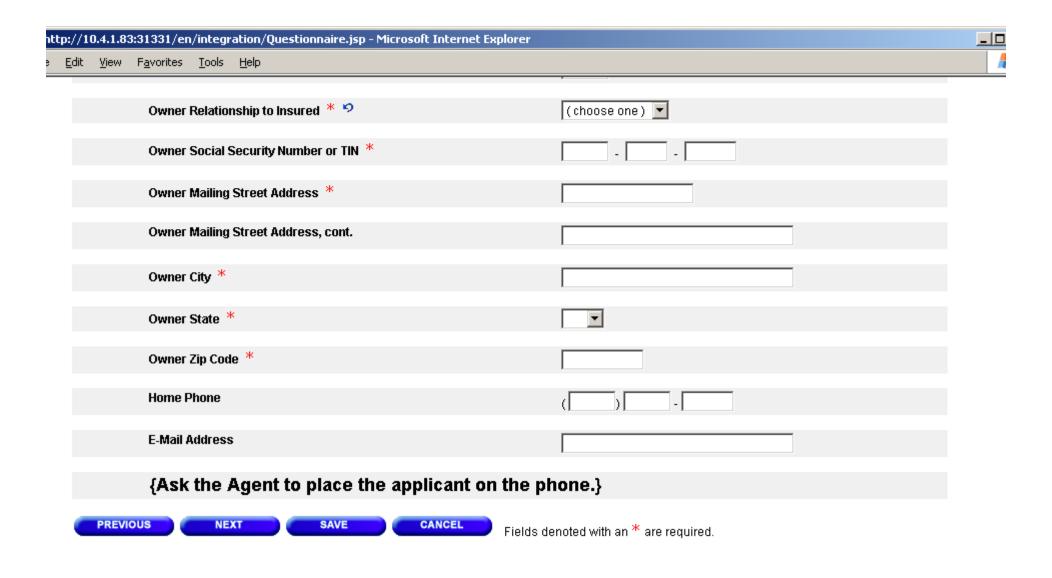




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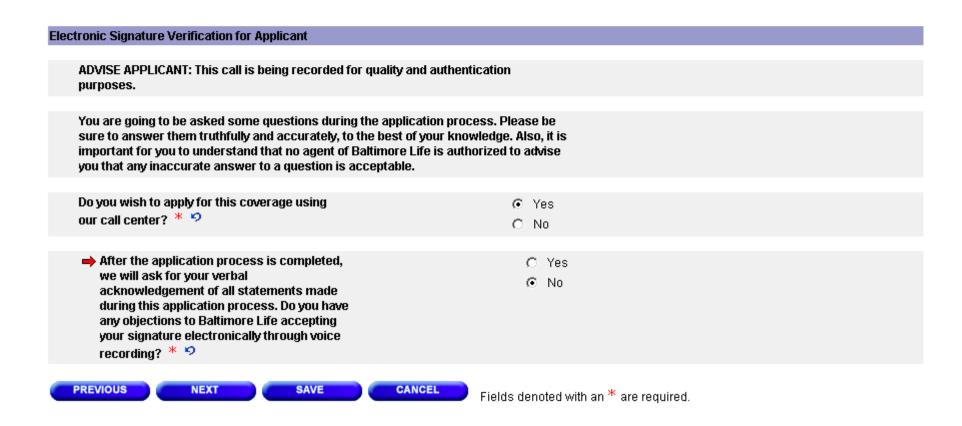






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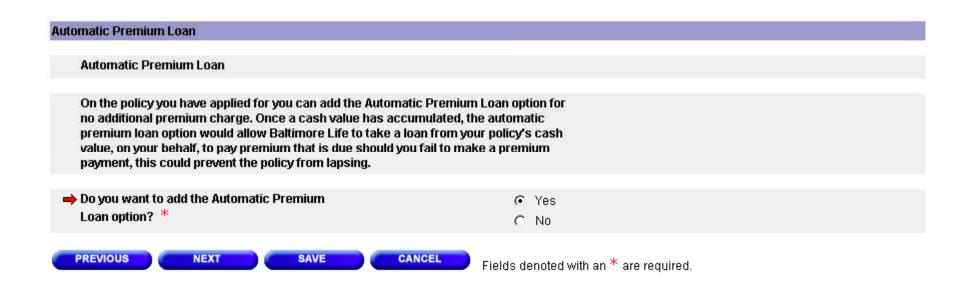
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ectronic Signature Verification and Automatic Premium Loan

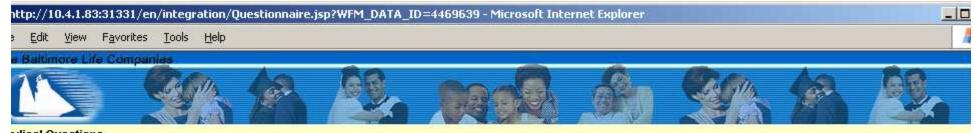
gent's Name: CHRISTOPHER DAVIS (Application Number: 1530)
oplicant's Name: CAROLE SNMMMMTESTCASE

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- · Please answer the question(s).
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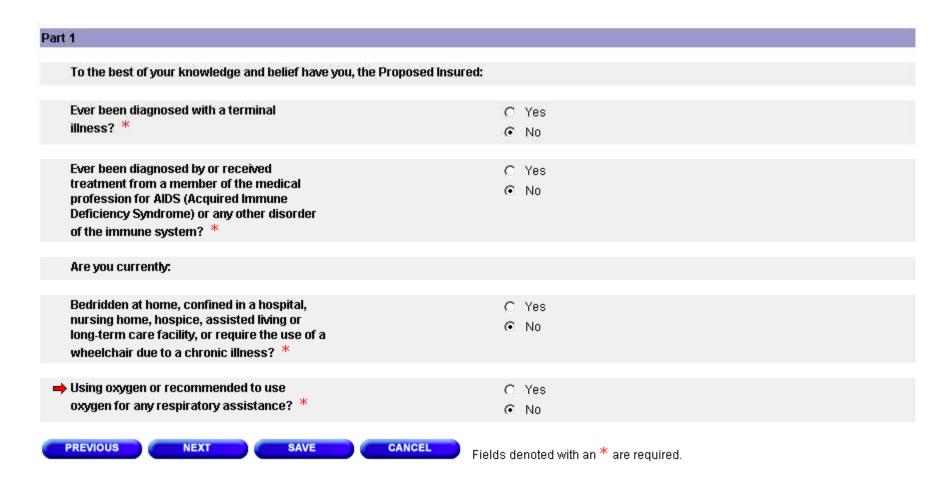




edical Questions

gent's Name: CHRISTOPHER DAVIS (Application Number: 1530)
oplicant's Name: CAROLE SNMMMMTESTCASE

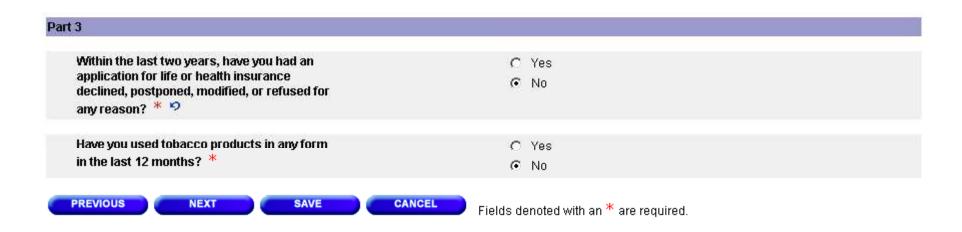
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Part 2 Prior to asking you the next series of health questions, I would like you to understand that if you have been told or have had a medical diagnosis, treatment, symptom(s) or hospitalization within the last 2 years related to the questions being asked, you should answer YES to the questions in this section of the application. To the best of your knowledge and belief, have you, the Proposed Insured, within the last two years, been treated for (includes office visits or surgery), or are you taking medication or have you taken medication for any of the following: Heart attack, congestive heart failure, Yes irregular heartbeat, any condition leading to angioplasty or bypass surgery, or any other condition of the heart or arteries? * Uncontrolled high blood pressure, O Yes uncontrolled diabetes or blood sugars, O No diabetic coma, or insulin shock? * Internal cancer, melanoma, leukemia, sickle O Yes cell anemia, kidney disease, liver disease O No (including cirrhosis), or chronic lung disease including chronic obstructive pulmonary disease (COPD), or emphysema? * Alcoholism or drug abuse? * O Yes O No Stroke, any paralysis, Alzheimer's, O Yes Parkinson's, dementia, mental retardation or O No any other disease or disorder of the brain or nervous system or any condition affecting or relating to circulation to the brain? * PREVIOUS SAVE CANCEL NEXT Fields denoted with an * are required.

no

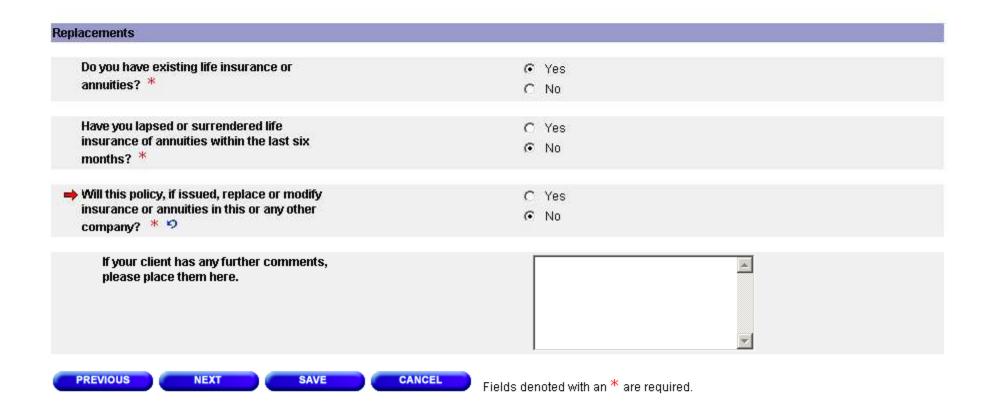




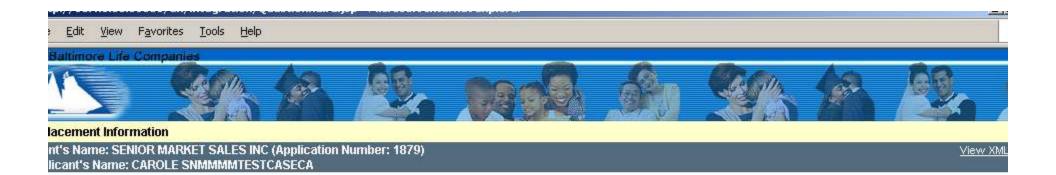
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oplicant's Name: CAROLE SNMMMMTESTCASE

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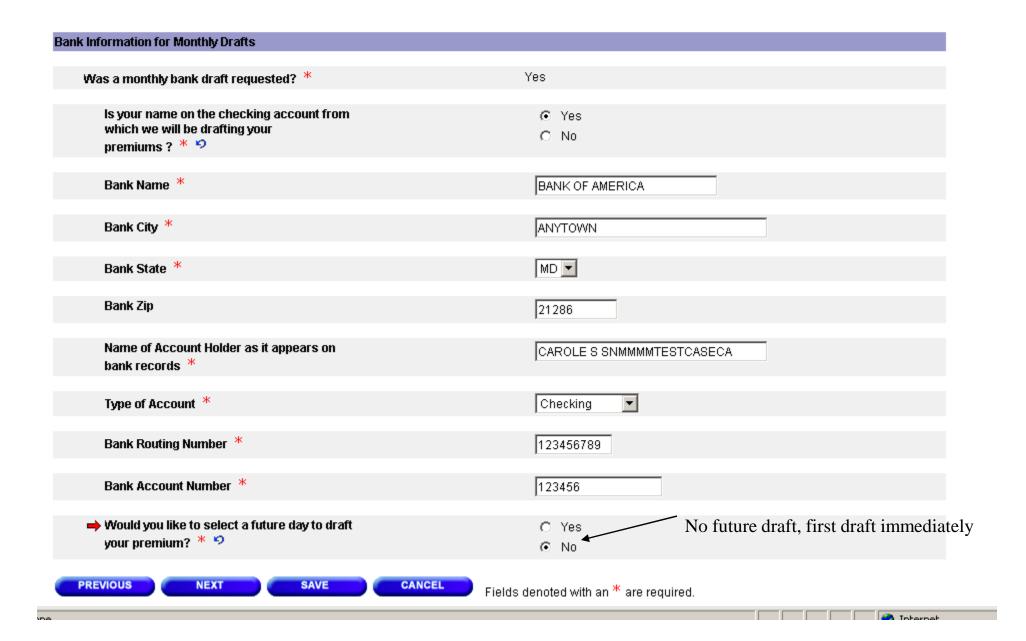
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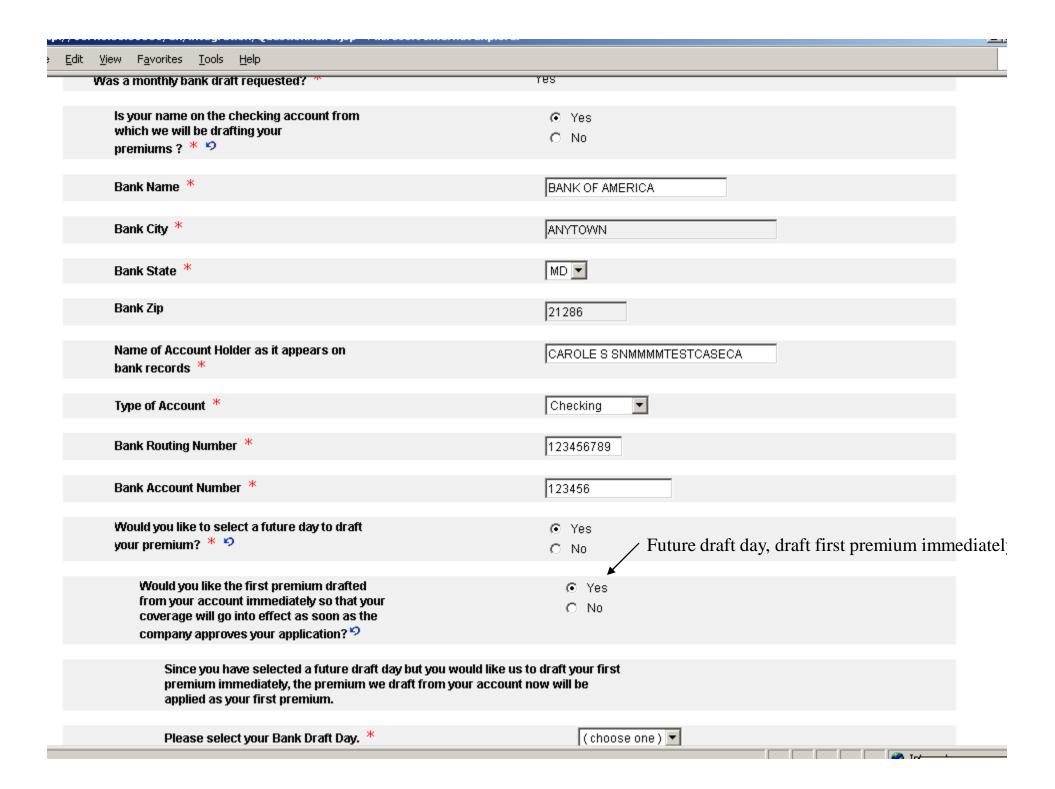
In certain states that comply with the NAIC replacement regulations, this question will appear. The answer should be YES. Submit form 7296 NAIC

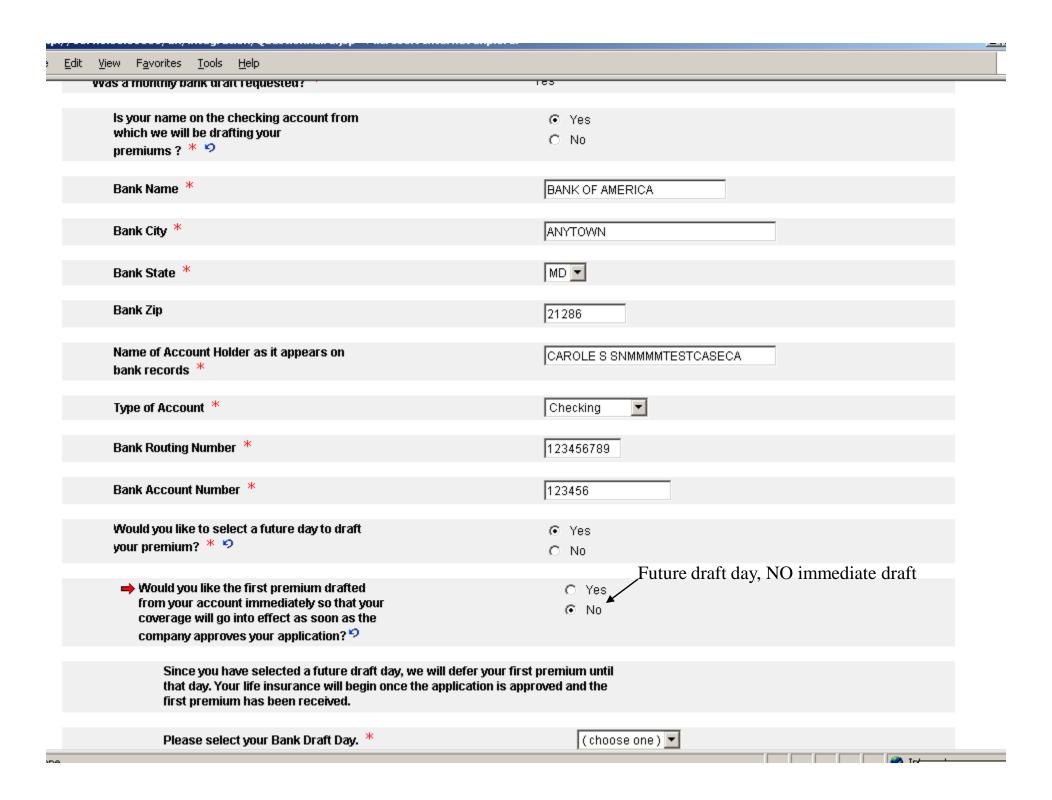
Edit View Favorites Tools Help

Name: SENIOR MARKET SALES INC (Application Number: 3247)

Icant's Name: CAROLE SNMMMMTESTCASECA







ication Summary Questionnaire Table of Contents

- Detailed below is the information for Application A 1037815.
- Upon review and verification that the information below is correct, click on the Continue button.
- . To save and exit the application, click on the Save button.

Can you please verify for me that the following information provided by your agent for your life insurance application is accurate?

Client Summary	
Owner	CAROLE S SNMMMMTESTCASECA
Primary Insured	CAROLE S SNMMMMTESTCASECA
Primary Insured Age	55
Primary Insured Date of Birth	03/01/1950
Primary Insured Height	5 ft.5 in.
Primary Insured Weight	130 lbs.
Primary Insured Tax ID	449-46-6545
Primary Insured Tobacco Status	No
Primary Beneficiary	JOHN K SNMMMMTESTCASECA
Primary Beneficiary Percentage	100
Primary Beneficiary Relationship to Insured	Husband
Second Beneficiary	MARY K SMITH
Second Beneficiary Percentage	100
Second Beneficiary Relationship to Insured	Daughter
Policy Information	
Contract Number	A 1037815
Plan	Silver Guard Life Pay LifePay
Accidental Death Benefit	Yes
Contract State	MD
Face Amount	\$10,000.00
Premium Mode	Monthly Bank Draft
Premium Amount	\$30.92

• To return to a specific application questionnaire for the purposes of updating information, click on the questionnaire page link that corresponds to the information you wish to update.

Questionnaire Table of Contents 1CallCntrlD Call Center Identification

2BAgentInfo

Insured Residence and Contract State
Agent Identification

3BPlanDetailsFieldAgent

Plan Details for Field Agent Pre-Requisite

Plan Name

ADB Rider and Face Amount

Plan Details

Plan Details for Field Agent Payment Info

4ClientData

Electronic Signature Verification for Applicant

Client Data

Payor Data

5ABeneficiaryInfo

Primary Beneficiary Information

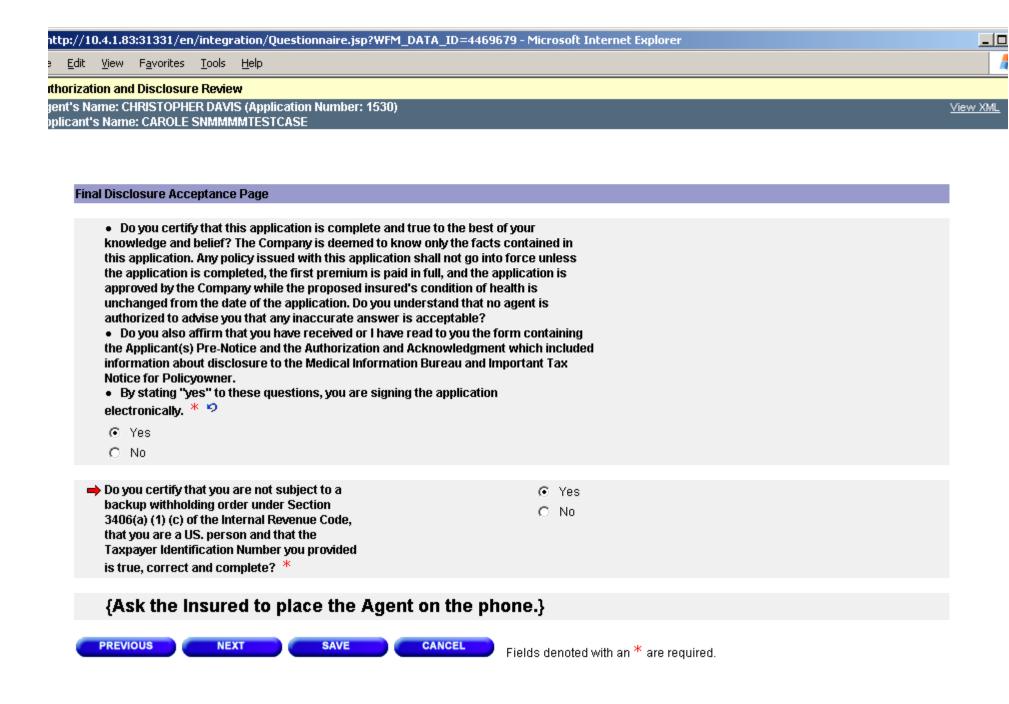
5A-2BeneficiaryInfo

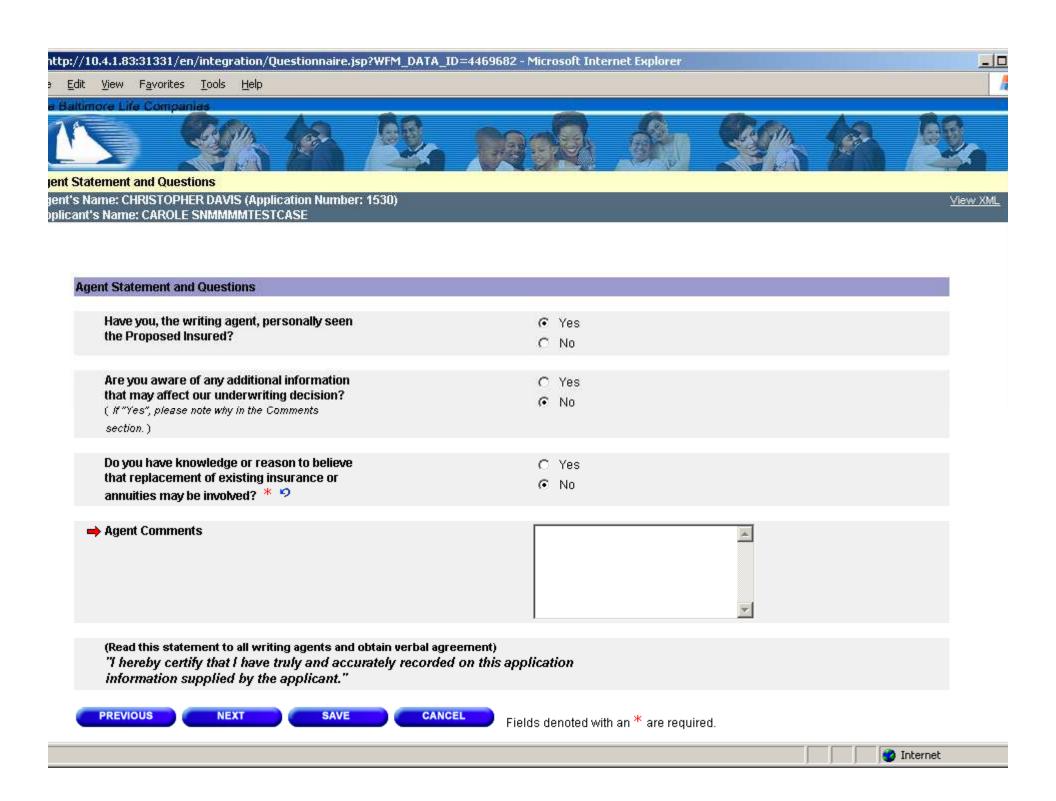
Primary Beneficiary #2 Information

5BSecondaryBeneficiaryInfo

Determine if Secondary Beneficiaries Exist

Secondary Beneficiary Information





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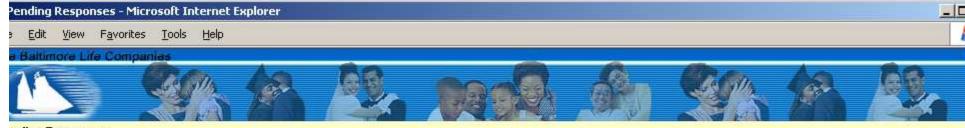
norization and Disclosure Review

nt's Name: SENIOR MARKET SALES INC (Application Number: 2313) licant's Name: CAROLE SNMMMMTESTCASECA

<u>View XML</u>

Agent Statement and Questions	
Have you, the writing agent, personally seen the Proposed Insured?	Yes No No
Are you aware of any additional information that may affect our underwriting decision? (If "Yes", please note why in the Comments section.)	C Yes ⊙ No
Do you have knowledge or reason to believe that replacement of existing insurance or annuities may be involved? * ©	C Yes ⊙ No
Would you like the policy mailed to the policyowner?	If the agent ID number begins with 015, this question will appear.
Agent Comments	
(Read this statement to all writing agents and obtain verbal agreement) "I hereby certify that I have truly and accurately recorded on this application information supplied by the applicant."	
PREVIOUS NEXT SAVE CANCEL Fie	elds denoted with an ** are required.

no

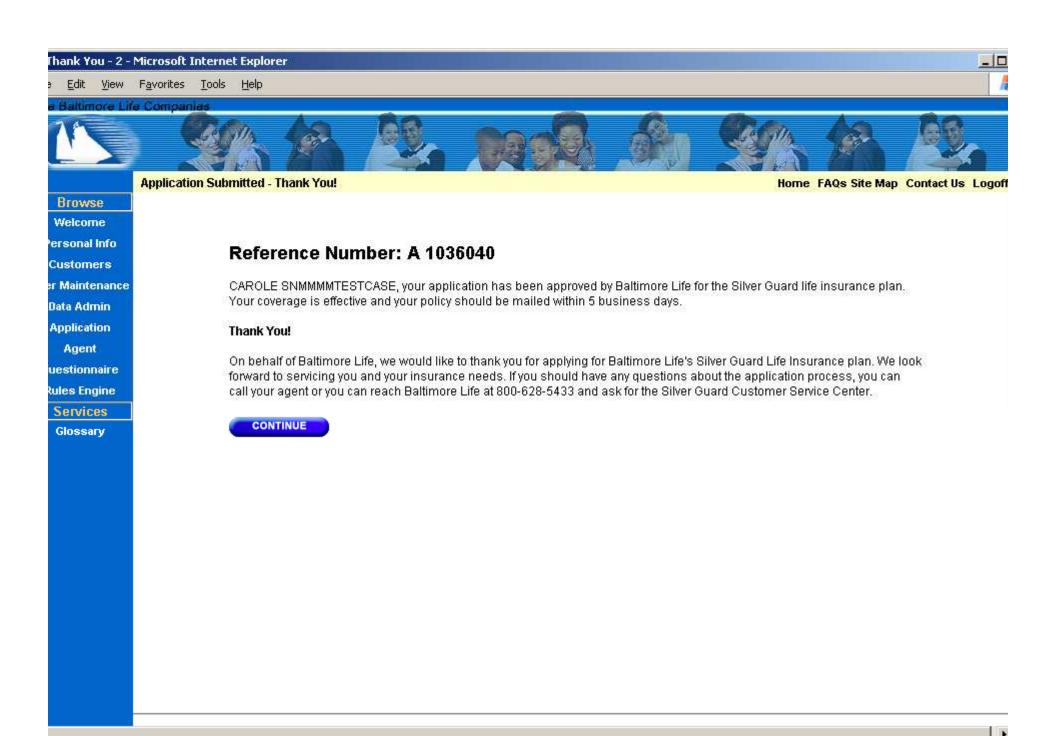


ending Responses

Please hold while your application is being processed.

MIB ... done.

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Done

Internet



look forward to servicing you and your insurance needs. If you should have any questions about the application process, you

can call your agent or you can reach Baltimore Life at 800-628-5433 and ask for the Silver Guard Customer Service Center.

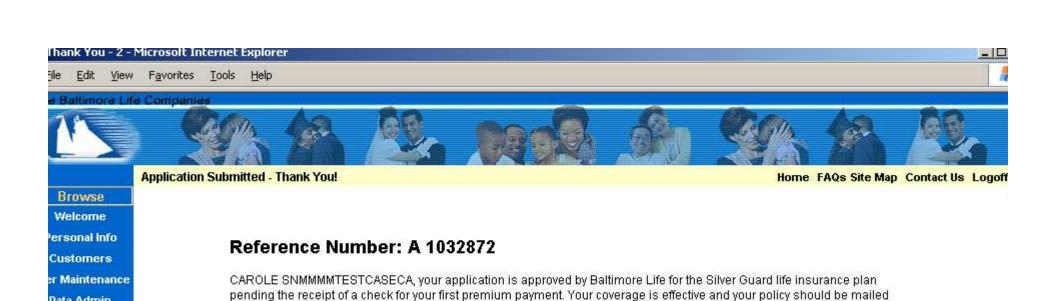
Services

uestionnaire

Rules Engine

Glossary

CONTINUE



Thank You!

within 5 business days.

Data Admin

Application

Agent uestionnaire

Rules Engine

Services Glossary

On behalf of Baltimore Life, we would like to thank you for applying for Baltimore Life's Silver Guard Life Insurance plan. We look forward to servicing you and your insurance needs. If you should have any questions about the application process, you can call your agent or you can reach Baltimore Life at 800-628-5433 and ask for the Silver Guard Customer Service Center.

CONTINUE

View Favorites Tools Help



Application Submitted - Thank You!

Home FAQs Site Map Contact Us Logo

Browse

Velcome rsonal Info

ustomers

Maintenance

ata Admin

pplication

Agent

estionnaire

les Engine

Services

Glossary

Reference Number: A 1040270

CAROLE SNMMMMTESTCASECA, your application has been approved by Baltimore Life for the Silver Guard life insurance plan and your coverage will be effective with the receipt of the first bank draft premium. Your policy should be mailed within 5 business days.

Thank You!

On behalf of Baltimore Life, we would like to thank you for applying for Baltimore Life's Silver Guard Life Insurance plan. We look forward to servicing you and your insurance needs. If you should have any questions about the application process, you can call your agent or you can reach Baltimore Life at 800-628-5433 and ask for the Silver Guard Customer Service Center.

CONTINUE

(A)

Additional Baltimore Life Products

- Level Term
 - 10, 15, 20 and 30 year
 - Guaranteed premium and Death Benefit
 - Face amounts starting at \$50,000
 - No policy fee and level renewals years 2-10
- Decreasing Term
 - 15, 20 and 30 year
 - Face amounts starting at \$50,000
 - No policy fee and level renewals years 2-10
 - Very competitive older age and tobacco premium rates
- Whole Life
 - Issue Ages 0-80
 - Face amounts at ages \$10,000 0-18; \$25,000 19-39 and \$10,000 40-80
 - Riders available on insured, spouse and children



For More Information:

Contact: Garry H. Voith, CLU

National Accounts Sales Vice

President

800.628.5433, extension 6670

garry.voith@baltlife.com