# FACTS OF LIFE INSURANCE Case Studies For Family Protection

April, 2016



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## Agenda

- Facts OF LIFE INSURANCE
- Family Protection Case Study
- Empire Life Solution Series
- Fast & Full
- Why Choose Fast & Full

# **1. Facts OF LIFE INSURANCE**

#### **Facts of Life Insurance**

As we go through important milestone in life such as getting married and starting a family, we often consider many things:

- Home/house
- Kids' education
- Career
- Setting a budget
- Savings/investment
- Retirement planning
- etc, etc.

Buying life insurance is likely not on the top of the list!



# **Facts of Life INSURANCE**

Families giving low priority to purchasing life insurance

- LIFE Insurance ownership dropped 11% since 2006
- 3 in 10 Canadian households have no life insurance

#### Stats

- 45% of Canadians don't have an emergency fund
- 3 in 4 married households with children would have difficulty paying everyday expenses after a few months if wage earner dies

# **Facts of Life INSURANCE**

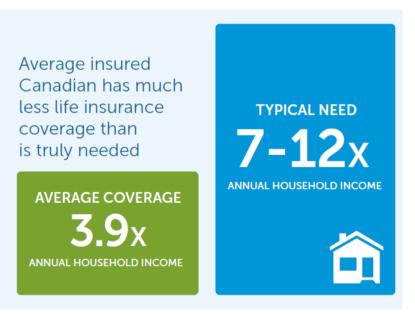
#### If they have coverage, the amount often is not enough

- 45% of Canadian households admitted they don't have enough life insurance increased by 8% since 2006
- 6.1 million Canadian households realize they are underinsured

#### **Stats**

- Almost 7 in 10 Canadian households own life insurance; but own only enough to replace income for 3.9 years on average
- On average, Canadian households need almost \$259,000 of additional life insurance to meet their goal

Source: Canadian Billion Dollar Baby Revisited, LIMRA, 2013.



### **Facts of Life INSURANCE**

These statistics show the great opportunity to reach out to Canadians and help them get the life insurance they need if they currently don't own or don't have enough life insurance



Solution 10, Solution 20 and Solution 100

- Guaranteed coverage amount
- Guaranteed initial & renewal premiums
- •Premium freeze at renewals following age 65 (SS20) and 75 (SS10)
- •Coverage becomes paid up at age 100
- •Guaranteed cash value for Solution 100
- •5% compounded annual coverage growth at insurance age 101



Preferred underwriting available for Solution 10 & Solution 20 coverages of \$500,000 & up – clients can save up to 39%\* on initial premiums if life insured meets preferred or elite underwriting criteria

\* Preferred and Elite initial premium rates for eligible Solution 10 & 20 coverages are lower than our Standard initial premium rates for the same coverages by a range of 3% to 39% as of Feb. 1, 2016. Actual savings will vary based on coverage, coverage amount, risk class, age and gender of life insured.

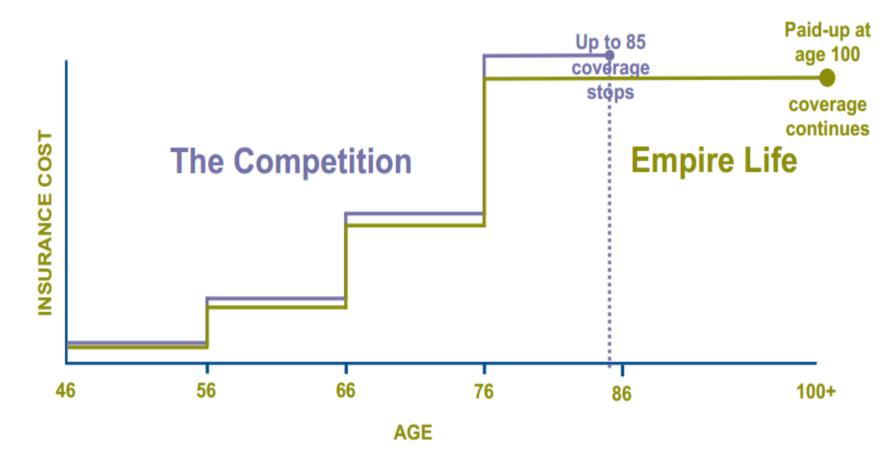
#### Solution 10

**Solution 10** term life insurance provides coverage similar to some other renewable and convertible term 10 life insurance plans in initial structure and pricing.

#### That's where the similarities end.

- Payable to age 100
- Coverage for life
- Premium freeze, i.e. renewal rates increase until the first renewal anniversary <u>after age 75</u>, then rates remain the same until age 100
- Increasing coverage benefit starting after age 100

Solution 10



Sample shows Male, Non-smoker, Age 46 for \$100,000 OF T10 LIFE INSURANCE

## **Solution 10 – Premium Freeze Example**

- Age 56, male, Standard Non-smoker \$100,000
  - Initial monthly premium \$36.09/mo
  - Renews at first coverage anniversary after life insured reaches age 66 for \$238.95/mo
  - Premium freezes at first coverage anniversary after life insured reaches age 76 for \$666.45
  - Coverage for life



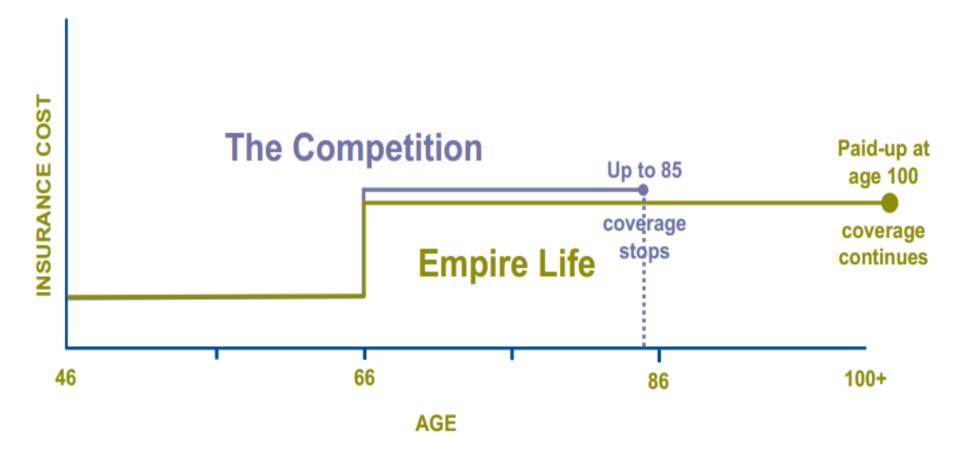
#### Solution 20

Solution 20 term life insurance provides coverage similar to some other renewable and convertible term 20 plans in initial structure and pricing.

#### Again, *that's where the similarities end*.

- Payable to age 100
- Coverage for life
- Premium freeze, i.e. renewal rates increase until the first renewal anniversary <u>after age 65</u>, then rates remain the same until age 100
- Increasing coverage benefit starting after age 100

Solution 20



Sample shows Male, Non-smoker, Age 46 for \$100,000

### **Solution 20 – Premium Freeze Example**

- Age 46, female, Standard Non-smoker \$100,000
  - Initial monthly premium \$20.07/mo
  - Premium freeze at first coverage anniversary after life insured reaches age 66 for \$249.30/mo
  - Guaranteed for life



Premiums quoted as of February 1st, 2016

#### **Empire Whole Life Solutions**

- EstateMax
- Optimax
- Participating Fund
- Competitive



EstateMax is the latest participating life insurance plan offered by Empire Life, designed with a focus on coverage.

EstateMax includes a simple, straight-forward investment option, eliminating choice overload

EstateMax offers flexible solutions and smart guarantees that will appeal to the large baby boomer market

#### Introduction to EstateMax<sup>™</sup>

- Offers two payment options
  - Life Pay Premiums payable to age 100
  - 20 Pay Premiums payable for the first 20 years
- Both are fully guaranteed level premiums for the payment duration and both will still be eligible to receive dividends after the policies become paid-up

#### **Optimax 100 and 20 Pay**

- Optimax 100 allows customers to pay affordable level premium for life. The insurance policy would become paid-up on the anniversary nearest the insurance age 100..
- Optimax 20 Pay allows customers to accelerate the paying of insurance costs over 20 years guaranteed with no further payments required.
- With both options, the customer's policy would continue to be eligible for dividends for life, even past age 100.

#### **Options to invest more**

- 2 options to deposit additional funds
  - Tax Exempt Investment Account\* allows the customer to deposit additional funds so long as the mandatory limits are not exceeded
  - Paid-up Additions Rider\* allows the customer to buy additional paid-up insurance that will increase their overall coverage and cash values so long as the mandatory limits are not exceeded

\* See contract for more details

- Andrew (35) and Sara (32) are healthy, non-smokers with two kids ages 2 and 4
- Both working with a household income of \$120,000
- Like to protect each other and their kids in case of unexpected events



Empire Life Family Protection Solution – **Option 1** 



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**SM23** Steve Mills, 09/07/2015

Empire Life's Complete Family Protection Solution – Option 1

- Total initial monthly premium = \$115.88<sup>1</sup>
- Exchanging Solution 10 with Solution 20 after 5 years (before 5<sup>th</sup> policy anniversary). Total monthly premium after exchange = \$170.78<sup>2</sup>
- 3 coverages bundled in one policy with one admin fee save \$100/year on fees
- Provide coverage for 25-year term mortgage
- Vital Link 75 coverage contains built-in ROPD for even more death benefit
- Affordable insurance package that can fit most budgets can do a partial or full conversion to permanent insurance if needed

<sup>&</sup>lt;sup>1</sup> Total monthly premium based on M/35/NS & F/32/NS standard rates using a JFTD Solution 10 and both lives with a Vital Link 75 base plan. All rates quoted as of February 1<sup>st</sup>, 2016.

<sup>&</sup>lt;sup>2</sup> Premium assumes Solution 20 rates will not change after 5 years from date of issue.

#### Empire Family Protection Solution – Option 1

#### **Advisor Benefits**

- Save clients money with higher rate band
- Offers clients a bundled customized plan
- Clients can terminate a Cl coverage without collapsing policy
- Opportunities to review client's insurance needs when exchanging Solution 10 to Solution 20

#### **Client Benefits**

- Affordable initial premium
   fit most budget
- Pays one administration fee only - \$100 annual savings on fees
- One policy can cover various insurance needs
- Independent coverage can make changes based on future needs

Empire Life Family Protection Solution – **Option 1** 

If both insureds meet Preferred or Elite risk class criteria for the base coverage, client can save even more on premiums!

Solution 10 - Joint 1 <sup>st</sup> to die	Monthly Initial Premiums			
Male 35 NS & Female 32 NS - \$500,000	Standard Risk Class	Preferred Risk Class	Elite Risk Class	
<i>Empire Life Solution 10 (Base coverage)</i>	\$31.50	\$29.25	\$23.40	

Solution 20 - Joint 1 <sup>st</sup> to die	Monthly Initial Premiums* – in 5 years after exchange		
Male 40 NS & Female 37 NS - \$500,000	Standard Risk Class	Preferred Risk Class	Elite Risk Class
<i>Empire Life Solution 20 (Base coverage)</i>	\$86.40	\$78.75	\$63.00



\* Premium is calculated assuming the Solution 20 premium rates remain the same as current in 5 years. All rates quoted as of February 1<sup>st</sup>, 2016.

Empire Life Family Protection Solution – **Option 2** 



Mortgage protection



Income replacement



Critical Illness All in one policy

**Solution 100** Joint 1<sup>st</sup> to Die \$300,000

Solution 20Solution 20rider for Andrewrider for Sara\$100,000\$100,000

Vital Link 75Vital Link 75rider for Andrewrider for Sarah\$50,000\$50,000



Empire Life Family Protection Solution – **Option 2** 

- Total initial monthly premium = \$364.46\*
- 5 coverages bundled in one policy with one admin fee save \$200/year on admin. fees
- Can cancel the Solution 20 riders when no longer required
- Vital Link 75 coverage contains built-in ROPD for even more death benefit if no claims are made
- Solution 100 includes guaranteed cash values after 4 years – can help pay for kids' education if needed
  - After 10 years = \$19,002
  - After 20 years = \$64,182
  - After 30 years = \$113,862

\*Total monthly premium based on M/35/NS & F/32/NS standard rates using a JFTD Solution 100 and both lives with a Vital Link 75 base plan. Premiums quoted as of February 1<sup>st</sup>, 2016

Empire Life Family Protection Solution – **Option 2** 

#### **Advisor Benefits**

- Save clients money
- Offers clients a bundled customized plan – easy to manage
- Clients can terminate a coverage without collapsing policy
- Future opportunities to review clients' insurance needs

#### **Client Benefits**

- Pays one admin. fee only - \$200 annual savings on fees
- Simple management under one policy
- Independent coverage
   can make changes
  based on future needs

*Empire Life Family Protection Solution – Option 2* 

Empire Life Solution 100 vs other companies' whole life products

Guaranteed T100/Life Pay - Joint 1 <sup>st</sup> to die Male 35 NS & Female 32 NS - \$300,000	Monthly Premium
Empire Life Solution 100 – with values	\$263.97
SSQ Assurance Joint Whole Life 100	\$250.56
Industrial Alliance L100 (Standard)	\$254.34
Desjardins Guaranteed Whole Life	\$273.69
UL Mutual Integral-Equitable	\$283.32
BMO Pure Term 100 (no cash surrender values)	\$301.05
Cumis Life T-100 (no cash surrender values)	\$307.13

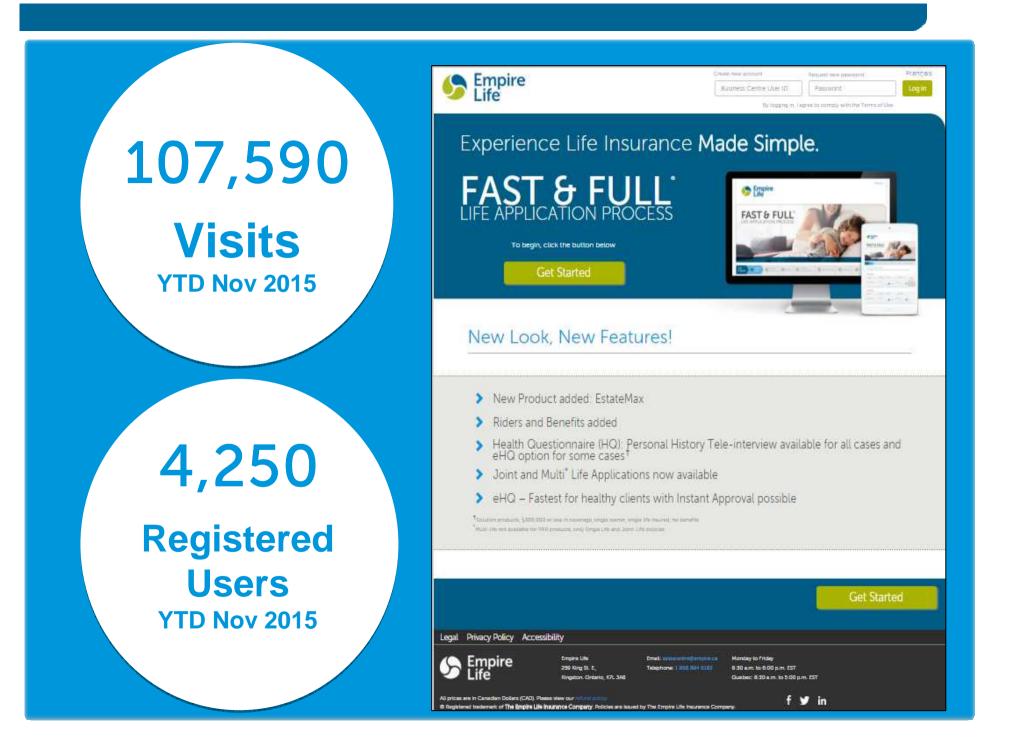
Source: LifeGuide quotes as of January 2016

# 4. Fast & Full

# What is the Fast & Full<sup>™</sup> Life App?



- A web-based tool that *fast-tracks* the Life Insurance application and approval process.
- The Fast & Full<sup>™</sup> Life Application Process allows advisors to get quotes in seconds and assist clients complete applications in as little as 15 minutes with "Full Underwriting".



# Fast & Full Advisor Feedback



Advisor Feedback has driven over 1,100 enhancements since launch

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## **Most Requested Improvements**

#### **More Products / Features**

Permanent Coverage option and Riders were the most requested products/features

#### Joint-Life and Multi-Life

• Simplify the app submission for couples

#### Health Questionnaire By-Pass Option

- Some advisors prefer not to ask HQ
- Higher coverage amounts require fluids and visit

# Fast & Full Life App 3.2



## Launch Date: Now Available!

#### Fast & Full Life App. 3.2 – 7 Step Process

- Preliminary Info
- Illustration
- Client Info
- Beneficiaries
- Health
- ePayment
- eSignature

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#### Fast & Full Life App 3.2 – New Features

New Process: Integration with Novinsoft Illustration software to review scenarios and proceed with final version

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#### Fast & Full Life App 3.2 – New Features



# Non-Face-to-Face (NFTF) Sales Process

# **Non-Face-to-Face Selling**

### What is Non-Face-to-Face (NFTF) Selling?

• When an Advisor conducts a sales interview with a prospective client using the internet and a phone.

### **Key Benefits**

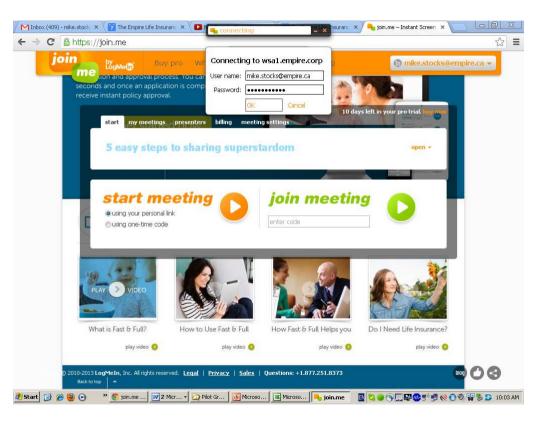
- Reach a greater number of clients that you can't reach in person due to distance or scheduling
- Speed up the entire sales process. Speed and convenience are the key benefits to the client, which in turn can result in higher customer satisfaction.

# Screen Sharing Software for NFTF

New Tool for use with the Fast & Full<sup>™</sup> Life App.

• Screen sharing software is a requirement for Non Face-to-Face Sales using FAST & FULL.

join.me is the tool Empire Life recommends



## **Check out the test website**



• Register now to access the test site:

#### www.fastandfull.ca/learn

 Enter an email and password to get started

#### Schedule a personal demo today!

Contact our Sales Centre team at 1 866 894-6182

## Fast & Full Life App. 3.2



**Register for a Demo** 

test.fastandfull.ca

or call our Sales Centre 1 866 894-6182

## **Client Presentation Booklets**

#### **Co Branded Customizable Client Presentations**



#### **Featured Items**













Single Male

**Young Families** 

Con Employ

**Empty Nesters** 

@ 500\*\*



Carpine .



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Single Female

#### **Co Branded Customizable Client Presentations**



Prepared for: Susan Client Prepared by: John M. Advisor Empire Advisor Empire Life

Empire Life Personalized R

Empire Life Personalized Recommendations



#### **Co Branded Customizable Client Presentations**





•Optional Photo

•Optional Logo



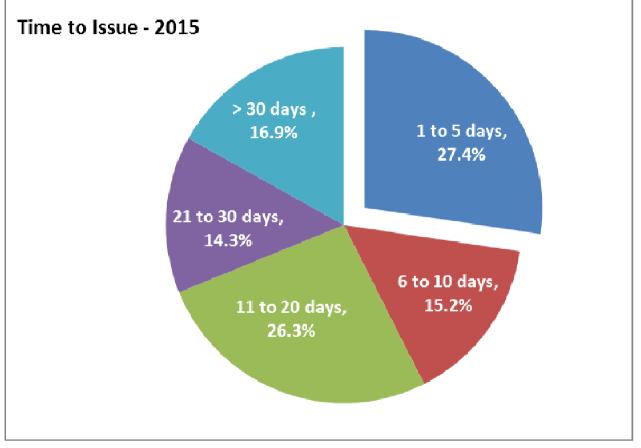
# 5. Why Choose Fast & Full

## Why Choose Fast & Full?



- Addresses Advisor Pain Points:
  - 1. Reduces paper and couriers
  - 2. Faster Processing potential for instant approval for some healthy clients
  - 3. Full e-commerce solution with e-health questionnaire, e-signature and e-first payment
  - 4. Non-Face-to-Face can open up more client opportunities
  - 5. MGA data-feed enablement
  - 6. Part of approval for Advisor Referral Program

## Why choose Fast & Full? It's Fast and it Saves Time



• 43% of Fast & Full Submitted Apps took 10 days or less to settle (13 days faster than the Industry Avg. of 30). 2015 Avg. = 17 days.

## Why choose Fast & Full? MGA Data Feeds

WealthServe Upload of F&F Apps

## **Key Benefits**

- Simplifies MGA processing, no re-keying of data and helps to eliminate NIGOs
- Speeds up the entire sales process and can improve the user experience for client, advisor and MGA.

## Why choose Fast & Full? Advisor Referral Program





## What is it?

Approved Advisors will create a personal Bio that clients who want to speak with an advisor can review and request to Connect.

Visit the Advisor Referral Program Registration page

http://info.fastandfull.ca/advisor-referral-program

## **Advisor Referral Program**

	Find A	n Advisor		
An Insuranc	e Advisor can help	find the right life	e insurance for you!	
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Contact Advisor	Languages Spoken English	Proximity 12 Kilometres	Licensed Provinces Alberta, Manitoba, Ontario	About Life Insurance
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	Amy Tong			
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Languages Spoken English	Proximity 1,508 Kilometres	Licensed Provinces Alberta, British Columbia Ontario, Manitoba		
	Standing behind this commitr	quality, integrity, commitment a	nd professionalism for more than 40 years. Izing in many different aspects of benefits, ts Read more	

Client prospects can review ARP Advisors' Bio when seeking a quote or to connect with an advisor.

## Advisor Referral Program Who can participate?





## <u>Criteria</u>

- Minimum one year life insurance sales experience.
- Be knowledgeable about Empire Life products.
- Have a Solid Persistency Record (90%) and Placement Rate (75%).
- Experience using the <u>Fast & FullTM Life Application Process</u> and settled at least one policy using Fast & Full
- Be willing to contact Clients within 24 hours.

Visit the Advisor Referral Program Registration page

http://info.fastandfull.ca/advisor-referral-program

## Thank you

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