

► How to do business with Guaranty Income Life



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► A message to our valued partners

We recognize and value the important role you play in our growth and continued success. Your dedication and commitment as a financial professional are fundamental to our achievements and key in helping everyday Americans secure their financial futures. We believe your efforts have a lasting impact on the well-being of the people you serve.

As our partner, we are committed to supporting you every step of the way. To help you succeed in serving your clients, we provide clear guidelines to optimize your experience when conducting business with us.

This guide is designed to be a valuable reference as you navigate your partnership with us. Please take the time to review it thoroughly, along with any updates or communications we provide, to ensure you have the information you need at your fingertips.

For compliance-related topics, please see our Compliance Guide, LIP-450.

Thank you for your ongoing dedication and partnership. If you have any questions, now or in the future, please don't hesitate to reach out to us.

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IMPORTANT

Applications must be received no later than 3 p.m. Central Time on the business day PRIOR to an interest rate change effective date to be eligible for the rate lock. Applications received after 3 p.m. will be recorded as received on the following day.

Appointed agents and IMO's receive emails with any product announcements, rate changes, or operational notices. All notices are also posted to the presale website.

► General Service Contact Information

Presales: www.gilico.com/financial-professionals

Post-Submission: www.mykuvare.com

Sales Desk General Support and Product Questions:

For anything presales, general product details, sales placement ideas and illustration information contact your Independent Marketing Organization (IMO), email salesdesk@gilico.com, or call the Guaranty Income sales desk at **800-535-8110**.

Illustration requests may be sent to illustrations@gilico.com or salesdesk@gilico.com.

Guaranty Income support:

800-535-8110

Fax documents to: 785-228-4505

Overnight address with or without funds:

Guaranty Income Life Insurance Company

5801 SW 6th Ave

Mail Zone 8583

Topeka, KS 66636-1001

Standard mailing address without funds:

PO Box 758583

Topeka, KS 66675-8583

Standard mailing address including funds:

PO Box 758586

Topeka, KS 66675-8586

Requests for illustrations:

illustrations@gilico.com

salesdesk@gilico.com

New business application status, NIGO, etc. questions:

Call 800-535-8110 or visit MyKuvare.com.

Commission, licensing, product training questions:

Email: GILICO_Lic_Com_WF@zinnia.com

or call 833-444-5426

Wiring instructions for Guaranty Income Life Insurance Company:

Funds may be wired after a submitted after the application is IGO and a policy number has been assigned to:

GILICO C/O UMB Bank, N.A.

Account Name: GILICO-Deposit

ABA Routing #: 101000695

Account #: 9872316703

► Operational Details

New Business Application Process ► ► ►

NOTE: Before an application is submitted, the financial professional must be licensed in the state the applicant signs and state annuity suitability and product training must be completed. If these requirements are not met, the application will be rejected.

● Ways to Submit Applications and Forms:

Faxed applications

should be sent to our administrative office in Topeka. Please fax all new business applications, contracts, new business requirements to 785-228-4505.

Paper applications

can be mailed to the Topeka address on the previous page. GRL applications must be submitted electronically.

Applications may be emailed to:

gilico_wf@zinnia.com.

NOTE: Secure emails cannot be opened.

Wet-signed or Medallion required 1035/transfer forms

can be sent to the Topeka mailing address above.

E-applications:

Require the applicant to sign electronically, or the application will not transmit to Guaranty Income Life. For ceding carriers that require a wet signature, wet-signed transfer/1035 exchange forms may be uploaded to the application package prior to submission.

● Who to contact for:

Product questions and illustrations:

For anything presale, call the Sales Desk at 800-535-8110 or email: sales@gilico.com.

General pending application and service questions:

Application status is available for both the IMO and financial professional may be found on the portal: www.mykuvare.com. Calls for status should be directed to 833-444-5426 (833-4-GILICO) or your IMO. For new business before escalations, IMOs may contact operations at AnnuityNB@gilico.com or for post-issue escalations contact Annuityops@gilico.com.

● General Details:

Interest rate lock

Guaranty Income Life offers a 60-day rate lock from the date the application is received. Bailout cap rates are not included in the rate hold, instead are based on issue date.

Accepted payment methods

Wire, personal checks, and cashier checks.

Payment methods NOT accepted

Starter checks, money orders, and third-party personal checks are not accepted.

Standard application processing times

vary between e-app and paper applications. E-apps enter processing within 24 hours of receipt where a contract number is assigned. E-apps will continue to processing for suitability, agent verification, and NIGO review over the next 5 days. First-touch Service Level Agreement for paper applications is typically after 5 business days for agent review and may vary depending on volume of business.

In-good-order cash with applications

will issue within 5 business days of all expected funds being received.

Premium requirements and exceptions:

Exceptions not typically made for below-minimum premiums. Requests from IMOs should be requested at AnnuityNB@gilico.com. For premium in excess of \$1 million, inquiries should be sent to salesdesk@gilico.com or by calling Guaranty Income Life sales desk at 800-535-8110. A Large Case Questionnaire SHOULD be submitted for approval for amounts over the maximum premium allowed.

Spousal IRAs

are considered replacements.

Inherited IRAs, Stretch IRAs, and Partial Roth conversions

are not accepted.

Contract effective date

is determined by the day the premium is deposited.

Maximum issue age

is based on issue date, not the application date. Maximum issue age applies to both owner and annuitant. Joint owners must be spouses. Joint owners cannot be annuitants, excluding Guidepath FIAs, which allow joint annuitants.

Suitability

is built into the e-application workflow. For paper applications, suitability is reviewed within 5 business days of receipt.

Form and rate change notifications

are communicated to IMOs through sales and marketing.

Delivery receipts are required for all policies

If not received within 30 days, it is assumed the contract was delivered unless otherwise notified.

Non-U.S. citizens

must be legal resident aliens and provide a green card and SSN.

Beneficiary and Trust Requirements >>>

For joint owners, beneficiary is the surviving joint owner

all other beneficiaries are considered contingent.

A legal spouse, as the sole beneficiary

can elect spousal continuation at the time of claim. For all claim options, contact the Claims Department.

Information required for beneficiaries

includes full name, relationship, gender, DOB and SSN help during the claims process but are not required at the time of application.

To name a charity as a beneficiary,

we require the Tax ID#, name of charity, mailing address, phone number, and contact person.

The beneficiary designation “Children-Surviving Spouse” is not accepted.

Children must be named individually. Per capita is the default for beneficiary distribution. If per stirpes is requested, a Letter of Instruction (LOI) will be required after the contract is issued. Beneficiary split must equal 100%.

We allow revocable and irrevocable trusts.

When the owner is a trust,

most often, the trust is listed as the beneficiary, however, an individual could be listed as the beneficiary.

Signing the application when trust is owner:

The grantor of a living trust must sign the application.

For trust owned contracts,

the annuitant must be the grantor of the trust.

If the grantor of a trust has passed away,

the trust cannot own a contract with another annuitant.

If the beneficiary is a trust,

no trust forms or documents are required at issue. Trust information may be required at the time of claim.



Applications IGO | NIGO ▶▶▶

Notifications of outstanding requirements will be communicated via email to IMO or agent (determined by IMO)

Calling in corrections is not acceptable. A corrected copy of the application with necessary changes initialed and dated by the client must be faxed or emailed. A check with application can follow, corrected requirements can be cover sheeted, or pending requirements can follow.

Typically, Guaranty Income Life does not request information to be provided after issue.

Contracts are mailed to the agent by default. An agent must request in writing if annuity contract is to be mailed to the client. Once the contract has been issued, the policy pages will be available online and accessible via agent and policyholder portals. Hard copy is mailed within 5 business days of receipt of final funds.

Contract not taken/withdrawn ▶▶▶

A Letter of Instruction (LOI) or email is required to withdraw an application and should be sent to gilico_wf@zinnia.com or fax documents to 785-228-4505. Please provide the annuitant's name and contract number. The client does not need to sign the LOI. If funds have been received, they will be returned to the funding source within 5-7 business days.

1035 Exchanges/Transfers ▶▶▶

Contracts will be issued once all funds have been received.

Transfer forms are not sent out prior to suitability review. Suitability must be determined before the application is reviewed for agent contracting and NIGO requirements.

Transfer forms are sent to the transfer company within 3-5 business days once all paperwork is in good order and there are not outstanding requirements. A Letter of Instruction should be included with the applications when necessary. First follow-up will be at 5 business days.

The company follows up on transfer requests every 10 business days.

There is a 60-day rate protection for transfers and 1035 exchanges. Funds must be received in our office no later than 3 p.m. Central Time the last business day of the month to avoid upcoming interest rate changes.

Service requests (withdrawals, beneficiary changes, etc.) may be sent via mail, fax, or email.

► Agency Support

Commissions ► ► ►

Case splits between two agents:

Both financial professionals must sign the application for the commission split to be processed. Commission splits are only accepted for agents appointed with the same IMO.

Commission chargebacks:

Commissions will be charged back to the financial professional and all sub-agents in the commission hierarchy in the following situations:

A 100% commission chargeback will incur in the following situations:

- Cancellation within the free look period.
- Upon surrender of the annuity policy within 6 months of date of issue.
- Date of annuitant death within 6 months of date of issue.

A 50% commission chargeback will incur in the following situations:

- Date of annuitant death in months 7-12 of date of issue.
- Full surrender of the policy in months 7-12 from date of issue.

Commissions are paid daily.

Commissions are NOT held for

any amendments or until the delivery receipt is received.

Commission statements

are available in the financial professional's MyKuvare portal account.

To make an EFT change,

mail a completed Authorization for Automatic Commission Deposit form and a voided check to our Topeka address.

Direct deposit

is required for commission payments. A voided check is required — direct deposit slips are not accepted.

Commission assignments:

Commissions can be assigned to an upline agent or agency that is contracted with Guaranty Income Life. The writing agent assigning the commissions must be at a Role 1.

Commission levels

range from Role 1 (LOA) to Role 11 (IMOs). Role 6 is street level.

Contracting above street level:

This arrangement requires the IMO to submit a request outlining the reasons for the higher level. The request must be approved by Guaranty Income Life VP of Sales and National Sales Director.

Financial professionals contracted at Role 1:

do not get paid commissions directly. Their commission goes to their immediate upline.

Commission changes are communicated via letter to the IMO:

A marketer email list receives email communications regarding changes.

Agency appointment process without business:

When contracting paperwork for an agent is received, the agent's information is entered into our Pending database and Agent ID assigned. The background and VectorOne check will be submitted. The agent will not be appointed until business is submitted. Contracting received without business is held for 1 year.

Agency appointment process with business:

The business is held awaiting completion of contracting and appointment. Credit, criminal, regulatory, VectorOne, and education checks are conducted. IMO signoffs are required if any of the first three don't meet our standards. Business will be withdrawn if education requirements have not been met prior to solicitation. If the education requirements are not completed prior to solicitation, the agent will have to complete the required training and rewrite the business.

Standard processing time for contracting paperwork

is 3–5 business days for the agent to be processed into the system and receive an Agent ID. Delays can occur due to criminal checks, IMO signoff delays, or incomplete product/CE training.

Pre-appointment and just-in-time states:

Guaranty Income Life operates in 46 states (plus the District of Columbia) and does not consider any to be pre-appointment states. Agents are appointed on just-in-time basis. When contracting paperwork is received, the financial professional is placed in pending status until business is submitted.

Appointment backdating rules:

Appointment must occur within 15 days of the company receiving the application in most states. Contracts are usually dated with the first application date.

Appointment in multiple states:

Financial professionals are appointed in the writing state when business is first submitted. To be appointed in additional states, business must be submitted for that state.

Dual appointments

are not allowed.

Background checks

are conducted for all financial professionals, including a credit and county criminal check.

Reasons for declining appointment include:

- Felony conviction without required Commissioner's consent
- Outstanding tax liens without a repayment plan
- Incomplete education requirements
- IMO refusal to sign off on the agent's background check when required
- Outstanding debit balances with other carriers

Before soliciting business

all state-specific and product training must be completed. Each state has specific training requirements, and each product requires a unique code to complete — details can be found in the State Training Requirements document on Guaranty Income Life Pre-Sales website: www.gilico.com/financial-professionals. Training is completed through RegEd and financial professionals must create an account if they do not already have one.

Agent hierarchy changes:

Hierarchy changes must be requested by the IMO via email or fax, along with a completed hierarchy form.

Agent contracting received without business is held for 1 year.

Contracting paperwork awaiting a financial professional explanation or IMO signoff is closed after 15 days from the application receipt date.

Agent appointment paperwork can be sent securely by the IMO

via email to GILICO_Lic_Com_WF@zinnia.com or by fax to 785-228-4523. For non-secure emails, the Sales team can provide a secure upload link.

If a financial professional's contracting is incomplete

(e.g., paperwork, training, inactive license), Guaranty Income Life will contact the financial professional via email. If there is no response, the IMO is contacted for missing requirements.

Notification of appointment:

The financial professional will receive a welcome email once appointed, including their Agent ID, appointment state, and information on accessing the financial professional portal. The IMO does not receive notification of an agent's individual financial professional appointments.

When submitting business before Agent ID assigned,

write "pending" as the agent number prior to being appointed.

Changing Agent of Record:

The Agent of Record cannot be changed, but the servicing representative can be changed by submitting the Guaranty Income Life Agent Change of Record form or a signed Letter of Instruction. The client must sign the document.

Financial professionals do not need to be appointed with Guaranty Income Life to service a contract,

but they can only access contract information by calling customer service. Only appointed financial professionals actively writing business can access contract information on the MyKuvare financial professional portal.

Financial professionals can transfer IMOs

if they have been newly appointed or have submitted business in the past 6 months (requires an IMO release). If no business has been submitted in the past 6 months, an IMO release is NOT required. New contracting paperwork is needed in both cases.

Financial professionals terminated for lack of production over a 24-month period

cannot access contact information on the portal. The client can submit an email or Letter of Instruction authorizing the financial professional to service the contract. The financial professional can then call customer service for contract information.

Financial professionals who have transferred to a new IMO and old Agent ID has been terminated

can send or have IMO send an email or Letter of Instruction requesting the new Agent ID be listed as the servicing representative on all contracts written under the old Agent ID.

Annuity contract details and commission statements

are available on the MyKuvare financial professional portal.

