



## SERVICE

## Year End: Important Dates and Reminders

### PRUDENTIAL YEAR-END DEADLINE 12/21/2018

To guarantee compensation is generated by Prudential in 2018, all delivery requirements "In Good Order" (IGO), including the premium, must be received by Prudential no later than 12/19/2018, 4 pm ET. (Cases placed and active on our administrative system by 12/21/2018 will generate compensation for 2018).

### KEY REMINDERS FOR A WINNING YEAR END

To help ensure faster evaluation and processing of cases, remember to:

#### Help Us Identify Critical Cases and Informals

- ▶ Informal cases intended to convert to meet our year-end deadline should be received by November 16. This will allow us the time to communicate the offer and you the time to coordinate the submission of the formal application(s).
- ▶ Provide a list of critical live cases to your dedicated Prudential Account Representative, and we will prioritize the cases for year end.

#### Make the Subject Line of Emails Clear

- ▶ Include "YE" or "Year End" along with the policy number and client's last name.

#### Help the Underwriter Understand the Case

- ▶ Use your new business transmittals or cover letters to communicate important case information to help the underwriter better understand the "full picture" of the case. Make sure the underwriter knows what offer is needed to win the case.

#### Utilize Case Status Tools

- ▶ Determine if additional requirements are required for policy issuance or for the case to be placed in force:
  - **Check Status:** Proactive Case Status emails, your Agency Management System (Brokerage General Agency's), and [www.pruxpress.com](http://www.pruxpress.com).
  - **Expedite Handling:** Expedite and simplify requirement submission by imaging (Brokerage General Agency's) or faxing requirements, and using Two-Way communication (via [www.pruxpress.com](http://www.pruxpress.com).)

### Tips to Avoid Commonly Missed Requirements

#### Mode/Billed Premium Changes

- ▶ Clearly identify mode & billed premium changes in the cover letter

#### Form Changes/Alterations

- ▶ Make sure any changes or alterations made to a form are initialed by the policyowner
- ▶ Contact your New Business team to determine if the policy change will require a reissue and delivery

#### Delivery Application

- ▶ Submit all pages, including the part 2 and applicable supplements
- ▶ Make sure the correct signature and title are on the trust or corporate-owned policies

#### 10164 Amendment

- ▶ Make sure the correct signature and title are on the trust-or corporate-owned policies

#### Policy at a Glance

- ▶ Ensure policyowner's signature and title, broker's signature, and date are included

#### E-Pay/Electronic Funds Transfer(EFT) Form

- ▶ Verify the bank account number
- ▶ Complete Section One (E-Pay) on the E-Pay/EFT form to draft the initial premium or balance due at delivery on all payment modes
- ▶ Complete Section Two (EFT) for ongoing withdrawal of monthly premiums

#### Checks

- ▶ Include policy number(s) on checks and clearly indicate if premium is to be split among multiple policies

#### Additional Premiums

- ▶ Submit any additional premiums based on policy date and modal premium

#### Sales Illustrations

- ▶ Ensure all pages of the illustration are submitted and signed
- ▶ If a revised sales illustration is required at delivery ensure the illustration is prepared showing "revised"
- ▶ Ensure all illustration validation items match how the policy was issued, i.e. rate basis, rating, etc.

### Questions?

#### Contact Your Dedicated Service Team

#### Holiday Hours

- 11/22/2018 Closed
- 11/23/2018 Closed
- 12/24/2018 Closed
- 12/25/2018 Closed
- 01/01/2019 Closed

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