



## SERVICE

## Year End: Important Dates and Reminders

### PRUDENTIAL YEAR-END DEADLINE 12/22/2017

To guarantee compensation is generated by Prudential in 2017, all delivery requirements "In Good Order" (IGO), including the premium, must be received by Prudential no later than 12/15/2017, 4 pm ET. (Cases placed and active on our administrative system by 12/22/2017 will generate compensation for 2017).

### 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 17. 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.

#### 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

11/23/2017 Closed  
 11/24/2017 Closed  
 12/25/2017 Closed  
 01/01/2018 Closed

