



Advisor Q&A

Who is Plum Life?

Think of us like a General Agent with an easy to use technology platform. We partner with A rated carriers to offer industry leading products and our proprietary digital platform, provides an ideal digital experience for you and your clients. We make the process of selling insurance easy, quick and efficient and give your clients the ability to transact digitally while benefiting from your advice.

How do I become a Plum Partner?

Register online and set up your account in a matter of minutes.

Do I have to be appointed?

Once registered, you will be asked to provide us with the information we need to complete your licensing and appointment. It's all online and only takes a few minutes. Then, when you submit your first application, we start the process. You don't have to do a thing!

What type of products do you offer?

We offer a guaranteed level premium term product in 10, 15, 20, 25 and 30 year terms with a coverage amount from \$100,000 to \$10M.*

Do you offer any riders?

Yes. Automatically included at no additional cost is our accelerated death benefit rider. It provides early access to a portion of the death benefit if the insured is diagnosed with a terminal illness.

What's your UW process?

We use an accelerated underwriting process for coverage amounts up to \$750,000 and for ages 18-60, that is guaranteed for all risk classes. Using third party data sources such as MVR, Rx, MIB and algorithmic models, our product carrier is able to provide quicker underwriting cycle times.

We also use a more traditional UW approach for all coverage amounts above \$750,000. But we have made that process very easy. During the application, your client will be able to schedule an appointment that fits their schedule. We integrate right into our lab providers so we can provide real-time availability. We'll even send your clients reminders of their upcoming appointment.

Who issues the product?

Our Term product is issued by SBLI and in Connecticut, by Centrian Life Insurance. With Plum Life's technology, we provide an ideal experience for you and your clients while giving you the strength and stability of A rated partners.

Does the product have a conversion option?

Yes. Conversion to either a whole life policy or a universal life policy at any point prior to the earlier of attained age 70 or the end of the level term period. Universal Life policies are not available in the state of California.

* Home Office approval is required for face amounts over \$10M for issue ages 70-74. Maximum face amount is \$50M.

How do I know when my client gets approved?

With Plum Life, you'll know the status of your client's application at any moment—track the entire process from your application dashboard. You can also choose to be notified first and present the decision to your client. At Plum Life, we get that clients may want to shift coverage amounts based on UW and that you need to be part of that discussion.

How do I change coverage amounts once I have an UW decision?

To make things easy, if your client qualifies for a greater coverage amount, we automatically offer higher levels of coverage without any additional underwriting requirements. For these additional coverage amounts, you will be provided a choice of coverage amounts with quotes alongside the underwriting decision. You can then decide what to present back to your client.

How do I get paid?

The simple answer—quickly. When you become a Plum Partner, you set up your payment information through our portal, and then easily track everything from there. Once a policy is issued, we'll send you a confirmation. We'll then notify you that you have been paid. A copy of our commission schedule can be found online.

Do you accept credit cards?

Not at this time. That said, we do offer your clients the ease and convenience of connecting their bank account during the application process.

What are the commission chargebacks?

If the policy lapses within the first 6 months, 100% of the commission is charged back. If the policy lapses between 6-12 months, 50% of the commission is charged back.

How can my client make changes to their policy?

Your clients can view and manage your their account on **MySBLI.com** and in Connecticut, **MyCentrian.com**. This will not include changes in coverage amounts or a cancellation. We will direct them to have a discussion with you for this. We encourage your clients to register as part of the onboarding process.

How can my client access their policy information?

Your client will need to register to access their policy information. They will be prompted to do so as part of the onboarding process. They will also need their policy number which you will have access to through the Plum Platform.

For the education of producers / brokers only. Not for use with the public.

We currently offer products from The Savings Bank Mutual Life Insurance Company of Massachusetts, Woburn, MA. Centrian Life Insurance is a registered trade name and Connecticut d/b/a of The Savings Bank Mutual Life Insurance Company of Massachusetts, Woburn, MA. Policy Form Series # B-56. Products and features may not be available in all states.

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Get strong, stable backing you can rely on.

We partner with some of the industry's best carriers to provide the best products and experience. Get the best of both worlds: technology that provides an ideal experience for you and your clients, along with the strength and stability of A-rated partners.

