



NASSAU Medicare Supplement – Approved New Business Script

NASSAU TALKING POINTS

For use by agent if customer has questions about Nassau.

- Nassau was founded in 2015 to build a franchise that would meet the changing needs of both agents and consumers. Nassau Life Insurance Company of Kansas was previously known as The Pyramid Life Insurance Company. Pyramid has a long history of providing Medicare Supplement coverage – back to the introduction of Medicare.
- Nassau serves four markets - insurance, reinsurance, distribution and asset management.
- Nassau affiliates include Nassau Life and Annuity, Nassau Life Insurance Company of Texas, Nassau Life Insurance Company of Kansas, Nassau Re (Cayman) Ltd, Saybrus Partners, Nassau CorAmerica and Nassau Corporate Credit.
- Nassau prides itself for maintaining three core values: service, commitment, and integrity: high quality service when questions arise or needs change; a customer commitment that will last a lifetime; and striving to earn and maintain customer trust.

DISCLAIMER

AGENT: Nassau Life Insurance Company of Kansas is not connected with or endorsed by the U.S. Government or the Federal Medicare Program.

[Colorado Only]: Nassau Life Insurance Company of Kansas is not connected with or endorsed by the U.S. Government or the Federal Medicare Program. Nassau Life Insurance Company of Kansas offers Medicare Supplement coverage to qualified individuals under age 65 in accordance with Colorado Insurance Regulation 4-3-2 Section 17.

[Maryland Only]: Nassau Life Insurance Company of Kansas is not connected with or endorsed by the U.S. Government or the Federal Medicare Program. This is a solicitation of insurance.

APPLICATION PROCESS

AGENT: Which plan will work best for you?

APPLICANT: *Let's go with Plan _____.*

AGENT: Great Choice. (Recap plan highlights, if necessary, and why they have made a great choice.)

AGENT: Alright Mr./Mrs. _____, as part of the Nassau Life Insurance Company of Kansas Medicare Supplement application process, I'm now going to obtain some information from you. I'm going to pull up my online application and we can get started.

GUARANTEED ISSUE

AGENT: In order to proceed with your application, we will need Proof of Loss of Employer Group Coverage or a Guaranteed Issue notification letter.

If applicant has a Guaranteed Issue notification letter:

AGENT: Please read the contents of the letter.

Upon confirming the applicant appears to qualify for Guaranteed Issue coverage, proceed to request a copy:

AGENT: Would you like to send the Guaranteed Issue proof via [email], [fax], or [mail]?

Agent provides call center specific contact details.

Documentation is received and validated.

If documentation is not received during call:

AGENT: Once we receive your documentation, we will contact you to complete and sign your application. If we do not receive your documentation within 10 days, your file will be closed.

If the applicant does not have documentation:

AGENT: Without the appropriate documentation, we are unable to submit a Guaranteed Issue application.

This material is for licensed insurance agent training and reference.

It is not intended for distribution to any third party without the written permission of Nassau Life Insurance Company of Kansas.

REPLACEMENT

AGENT: According to the information you have furnished, you intend to terminate existing Medicare Supplement or Medicare Advantage and replace it with a policy to be issued by Nassau Life Insurance Company of Kansas. Your new policy will provide thirty (30) days within which you may decide whether you desire to keep the policy. You should review this coverage carefully. Compare it with all accident and sickness coverage you now have. If, after due consideration, you find that purchase of this Nassau Life Insurance Company of Kansas Medicare Supplement coverage is a wise decision, you should terminate your present Medicare Supplement or Medicare Advantage coverage. You should also evaluate the need for other accident and sickness coverage you have that may duplicate this policy.

[Maryland Only]: According to the information you have furnished, you intend to terminate existing Medicare Supplement or Medicare Advantage coverage and replace it with a policy to be issued by Nassau Life Insurance Company of Kansas. The new application for insurance will be underwritten and coverage could be issued as applied, rated or denied. If a new policy is issued, it will provide thirty (30) days within which you may decide whether you desire to keep the policy. You should review this coverage carefully. Compare it with all accident and sickness coverage you now have. If, after due consideration, you find that purchase of this Nassau Life Insurance Company of Kansas Medicare Supplement coverage is a wise decision, you should terminate your present Medicare Supplement or Medicare Advantage coverage. You should also evaluate the need for other accident and sickness coverage you have that may duplicate this policy.

SIGNATURE PROCESS

AGENT: To complete your application, I need to email a link to your documents for review and signature. Would you like to sign your documents online or with a voice signature?

Agent will email applicant with instructions to access the following documents:

- Medicare Supplement Application
- Medicare Supplement Outline of Coverage
- Choosing a MediGap Policy: Guide to Health Insurance for People with Medicare
- Health Information Authorization
- MIB Disclosure/Fair Credit Notice
- Notice to Applicant Regarding Replacement (if applicable)
- State specific forms

If online:

Applicant will review and sign applicable documents.

If voice signature:

AGENT: Have you received and reviewed your documents?

APPLICANT: Yes

AGENT: Now I need to obtain your voice signature. Please hold while I conference into our service.

[Please see voice signature script.]

Agent will confirm applicant receipt/review of all documents.

Agent will eSign as required.

OPEN ENROLLMENT/GUARANTEED ISSUE – Closing Message

AGENT: Congratulations, your application for Nassau Life Insurance Company of Kansas Medicare Supplement coverage has been approved. You will be receiving a confirmation email shortly. If no additional information is needed, you should expect to receive your policy and ID card in 7-10 business days. Your account will be drafted in the next 1-2 days in the amount of _____ (first monthly premium + one-time policy fee if applicable).

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UNDERWRITING

AGENT: Now that your application has been completed and signed, it has been submitted to underwriting. We should have a decision for you shortly.

If Approved:

AGENT: Congratulations, your application for Nassau Life Insurance Company of Kansas Medicare Supplement coverage has been approved. You will be receiving a confirmation email shortly. If no additional information is needed, you should expect to receive your policy and ID card in 7-10 business days. Your account will be drafted in the next 1-2 days in the amount of _____ (first monthly premium + one-time policy fee if applicable).

If Declined:

AGENT: I'm sorry but we were unable to provide you Medicare Supplement coverage through Nassau Life Insurance Company of Kansas at this time. You will receive a letter in the mail with additional details.

If Additional Info Needed:

AGENT: We are going to need some additional information to obtain a decision. This will require conferencing in an underwriter, who will ask you a few follow up questions.

Agent will then conference an underwriter into the conversation, who will ask additional follow up questions.

INACCURATE NAME, DOB, or SSN

If the agent has to re-ask the Name, DOB and/or SSN and makes changes:

AGENT: Thank you for the updated information. We are unable to make a final decision at this time, but we will pass along the updated information and have someone from the Nassau Life Insurance Company of Kansas New Business Team contact you directly via email within the next 1-2 business days.

If the agent has to re-ask the Name, DOB and/or SSN and no changes are made:

AGENT: We are unable to make a decision at this time because we are having difficulty confirming your identity through our third party database. If you would like to proceed with this application, we will require a copy of your government issued ID. This could be a driver's license, passport or identification card. Someone from the Nassau Life Insurance Company of Kansas New Business team will contact you directly by email requesting a scanned image of this document within the next 1-2 business days. Please respond directly to that email with the copy of your ID attached so that we can proceed with the application.

WITHDRAWN

If the applicant decides not to continue with the application process but has already completed the signature:

AGENT: Your application has been withdrawn at this time. You will receive a letter confirming your withdrawal. Thank you for considering Nassau Life Insurance Company of Kansas.

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