

Frequently Asked Questions about how we're responding to COVID-19

During these extraordinary times, we continue to closely monitor developments in the COVID-19 national emergency. Below are some frequently asked questions and answers regarding the sale, submission, and processing of your Allianz life insurance business.

SALES PROCESS

Are financial professionals allowed to prospect and sell virtually? What are the Allianz guidelines?

Yes, financial professionals can conduct virtual face-to-face meetings for Allianz fixed index universal life (FIUL) insurance business. Review the virtual face-to-face sales flyer (ASI-459) for guidelines.

Does Allianz have an e-application process?

Yes, financial professionals can submit online applications through our Apply**NOW** tool.

Has Allianz placed any restrictions on product design during the COVID-19 crisis?

No, Allianz has not made any product changes at this time.

Are there any concerns about current Allianz caps?

We are monitoring the current market environment but have not announced any cap changes at this time.

Does Allianz have any educational resources to help financial professionals navigate the virtual environment?

As more states impose social-distancing requirements, many financial professionals are using video conferencing to serve their clients. The new Allianz Virtual Sales Kit can help you get started. It contains tips and tutorials to help you get comfortable with conducting virtual sales meetings – plus best practices, step-by-step checklists, and even a client-approved piece that explains the process to consumers.

UNDERWRITING/EXAM REQUIREMENTS

Does Allianz have an accelerated underwriting program? Is there a maximum amount?

Yes, Allianz has an accelerated underwriting program with the following guidelines:

- \$3 million maximum death benefit amount
- Ages 25-60
- Preferred nontobacco or Preferred Plus nontobacco risk classes
- Requirements: MIB, MVR, Rx, UWCRPT and PHI
- Premium Finance cases allowed if they fit within the guidelines

What options do my older clients have regarding underwriting?

Allianz has not made changes to our older age underwriting guidelines. We still require full age and amount underwriting requirements for these clients, including medical records with preferably routine health maintenance for geriatric risks. We will address risks based on the medical assessments and details provided at the time of underwriting.

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What steps are exam companies taking to ensure the health of their examiners?

Exam companies continue to schedule exams in homes or their offices while following each state's shelter-in-place order. Upon arrival and introductions, or when confirming exams, examiners verify they have no signs of COVID-19 symptoms and ask the client similar questions. If the client answers yes, examiners ask the client to connect with their agent for a rescheduled appointment. Exam companies are also cleaning and disinfecting exam offices more frequently.

What options do we have if my client does not feel comfortable with having an examiner come into their home or going to an exam office?

If a client does not qualify for accelerated underwriting and an exam cannot be completed within 30 days of application submission, Allianz may be able to use alternative information sources for underwriting. Review this information for how it may pertain to your client. Alternatives require some field underwriting; contact your Allianz Life New Business and Underwriting team for details. Plan on finding out whether your client had other testing done personally in the last 12 months that may allow for this substitution. Routine health maintenance, executive physicals, and biometric screening may all be options to consider.

Will Allianz still underwrite someone who has recovered from COVID-19?

If a client has tested positive for COVID-19 and fully recovered, Allianz will accept an application 30 days after a negative test result.

What are the guidelines for clients who reside outside the U.S.?

Currently, if an applicant is a foreign national, or had/has planned international travel to a Level 3 CDC country before June 30, 2020, the case will be postponed for coverage. Review this information to learn how this may pertain to your client.

Are you making any concessions related to traditional medical record procedures? For example, if the client is over age 50 but has not completed some standard health exams for individuals that age, will Allianz penalize the client?

Applicants are reviewed on a case-by-case basis with a number of factors considered. This includes prior health maintenance history as well as evidence provided at the time of application or as part of their insurance physical. We use this information to appropriately evaluate the risk and price at the time of our review.

DELIVERY REQUIREMENTS

Is there an alternative in place to deliver physical policy signatures?

Allianz accepts electronic signatures. In addition, check with your FMO/AFMO to understand other electronic signature capabilities they may have.

OTHER

Where can I learn more about how Allianz is responding to the COVID-19 pandemic?

We launched a new dedicated resource page on our public website to keep customers and financial professionals informed. We will use this page to provide ongoing updates as new information becomes available related to COVID-19.



Please contact the Life Case Design Team at 800.950.7372 with questions.