

PROCESSING NEW BUSINESS (Procedures for June Release)

Principal Review (FSR Administration/Operations Team) email:

AMCBFSRPrincipalReview.Account@td.com

Mailing and physical Address:

1006 Astoria Blvd.
Cherry Hill, NJ 08034
NJ5-017-180

Use the email above to communicate with the Principal Review (FSR Operations Team) regarding the workflow of Annuity and Life Insurance business. There is a link to this mailbox right on the FSR home page.

Process Steps

Analyze, Quote, Apply with FSR Portal

1. Access the FSR Portal from your Start Menu. Use your current TD login ID/password to login.
2. Go to the either the Life Business or Annuity Business tab depending on whether the Customer is interested in either Life Insurance or an Annuity.
3. Complete either the Life Needs Calculator or Annuity Analysis to determine the best Life Insurance or Annuity product they are suited for.
4. Life Insurance:
 - a. From the Life Business tab, launch the Life Needs Calculator from the dropdown list. Complete the fields with the relevant Customer information. For help, hover the mouse over the line item for the definition.
 - b. Once you have established the amount of Life Insurance the Customer requires based on the Needs Analysis, launch the Life Term Quote from the dropdown list.
 - c. Complete the Life quoting tool by entering all the relevant Customer information.
 - d. Click [Next] to view and compare possible products.
 - e. Choose the most suitable product(s) for the Customer and provide quotes and/or illustrations.
 - f. Once the best product is chosen, go to the Carrier Sites tab on the portal to access the carrier site and obtain an application to complete.

- g. Go to the TD Documents tab to print off the Financial Profile and the other TD documents you will also need to complete.
5. Annuities:
 - a. Once you have established a need for an Annuity, launch the Annuity Analysis tool from the Annuity Business tab.
 - b. Check the radio button for [Client Interview]. Complete the Annuity Analysis form by entering all relevant Customer information and click [Next].
 - c. A list of possible products is displayed. If applicable, use the fields provided to narrow or widen the search and click [Update].
 - d. Select the possible products from the list using the [check marks] and click [Next] to view a comparison. The comparison is displayed on the screen.
 - e. To print a copy of the comparison, click [Next]. From the Available Reports elect the option for [Compare (Current Products)]. Click [Add] then [View]. The report is now in PDF format.
 - f. Choose most suitable product(s) for the Customer and provide quotes and/or illustrations.
 - g. Once product is chosen, go to the Carrier Sites tab on the portal to access the carrier site and obtain the application to complete.
 - h. Go to the TD Documents tab to print off the Financial Profile and the other TD documents you will also need to complete.

Note: All SPWL and SPIA quotes and illustrations must be obtained directly from the carrier. They will not be quoted through this platform.

6. Complete the paperwork provided by the insurance carrier, including TDWMSI disclosures, profiles etc.

Note: The IRA and 1035 transfer processes are not changing.

Payment Processing

7. Process payments in your Store:

- a. Have the Customer fill out a check in the name of TD Wealth Management Services Inc..
- b. For TD account, verify if customer has sufficient funds in their account to cover purchase.
- c. Copy the check and scan (per the instructions of step #8) along with your completed paperwork.
- d. Deposit check per your current standard Retail procedures into TDWMSI checking account - details below:

TDWMSI Checking Account for FSR Deposit: Please use a Checking Deposit Slip with the below information.

Account Title: TD Wealth Management Services Inc

Account Number: 4280727228

Customer Checking or Saving Withdrawal with a TD BANK account: Please use a Checking or Saving Withdrawal Slip with the customer's account information.

Paperwork

8. Scan the paperwork to your store server per your current scanning procedures.
 - a. You must scan the TD documents (checklist, financial profile, TD disclosure, etc) separate from the Carrier documents.
 - b. Scanning procedures in Retail WAG
 - i. Choose the **[Scanner Button]** on the left side of the display panel.
 - ii. In the display panel, ensure **Folder tab** is highlighted in yellow.
 - iii. Select the box in the display panel that reads **[Stored Shared]**.
 - iv. Press the green **Start** button and the file will scan to the Store's shared drive.

- v. Open a **New mail** message in Microsoft Office and select [**Insert File**] (the paperclip icon on your toolbar). Next click on the [Branch Shared Drive] folder and then select [Scan Folder].
 - vi. Locate your scanned document which will be labeled with a unique sequence number for the document and include the date and time the document was scanned.
 - vii. Open the carrier file and rename it with the Customer name and date (i.e. Smith05022013). Save the file under the new name.
 - viii. Open the TD file and rename it with the Customer name, date and "TD" (i.e. TDSmith05022013). Save the file under the new name.
 - ix. Double click on the document and it will attach to your "New" email message. The document is now ready to be emailed.
 - x. After the document is emailed, delete both files immediately from the shared drive.
 - c. Attach both sets of documents to your email to Principal Review.
9. Send the original paperwork (hard copies) to Principal Review (FSR Operations) using the mailing address above.

Review and Approval

10. Once Principal Review receives the email with your attached paperwork, you will receive an email stating:
"FYI: We have received your paperwork for the above mentioned person. Should there be any further information or corrections needed you will receive a follow-up email, otherwise your paperwork will be processed and sent to the carrier today."
11. After the application is reviewed for suitability and processed, Principal Review (FSR Operations Team) sends the application to the insurance company via email and processes the payment to the carriers by wire.

12. Approximately a week later, the Annuity contract or Life Insurance policy is sent directly to the client.

Note: If a Life Insurance premium is due, a bill is sent directly to the client first. Once the premium payment is received, the Insurance Company mails the policy directly to the client.