

Transition rules for products affected by the new rates

Product Development and Pricing June 17, 2019

Products affected:

- Term 10, 20 and 30 and Term to 65
- Universal Life Term 10 and 20
- Whole Life Guaranteed 10 Pay
- Health Priorities 10 Pay and 20 Pay and Health Priorities – Children's, 20 Pay

To help you serve your clients, we've developed flexible transition rules. Make sure you understand them when issuing contracts for your clients.

For applications **submitted before June 16 and still under review** when the rates change, you'll be able to choose the best option for your client:

- Keep the product with the rates offered at that time
- Offer the new rates applicable on June 16

Transition rules to get the rates you want when submitting the application

Old rates

Paper applications

PDF illustration created and saved **before June 16**

- Paper application received **by June 28** at head office by internal mail, email (csin@dfs.ca) or fax (514-285-5546 or 1-866-557-7374).
- Attach the illustration you had previously printed or saved as a PDF.

Electronic applications

Electronic application **started before June 16** and **sent to head office by June 28**:

- Between June 16 and 28, you'll get a warning message reminding you to finish the application and contact head office to submit it.

- If you haven't started filling out an electronic application before June 16, use a **paper application** and submit it by **June 28, 2019**.

Special cases

To get a modified illustration starting June 16 for an application subject to the old rates:

- Illustration requested with the old rates after an underwriting decision has been made or the client makes a change (e.g., lower amount of insurance, substandard premium added, product change, age saved, retrodating).
- Send the request to illustrations@dfs.ca
- If an application is cancelled, declined or deferred, it can be reactivated, but **only under the conditions in effect at the time of reactivation**.
- If the application is received at head office **after June 28**, the contract will be issued under the **new conditions**. **No exceptions will be allowed**.

New rates

Paper or electronic application submitted from June 16

The new rates are in effect.

Applications subject to the old rates but still being processed on June 16

Illustration with new rates:

- The rep must prepare and send a new illustration to head office to change the request.
- To save the age, you'll also be able to create the illustration with an issue date prior to June 16.
- Submit the following information and documents by **internal mail, email or fax** and keep in mind that processing times will be longer:
 - A new illustration
 - A note about your request
 - The reference number for the file already sent to New Business and Major Changes

Please note that **as of June 16**, you will no longer have access to the old rates for the **products affected** by the rate change. To get the illustration for a contract in force, you'll have to request it by sending an email to illustrations@dfs.ca.

Questions?

Contact your [Desjardins Insurance business development director](#).

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