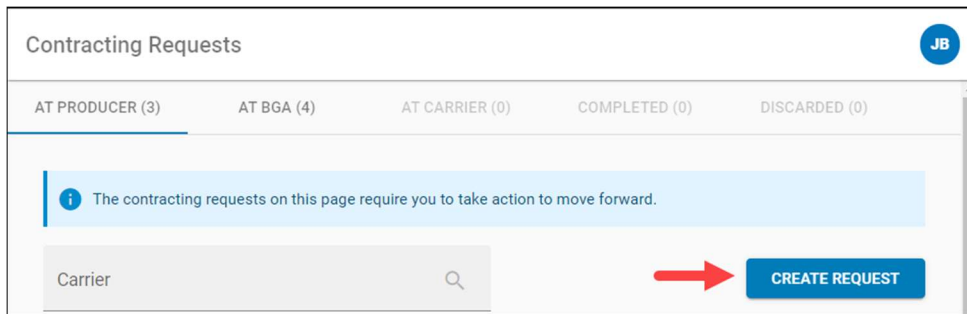


How to Create a New Contracting Request

After logging into your SureLC account, go to the **Contracting Requests** page.



This will take you to the **At Producer** tab by default. Select the Create Request button to begin.



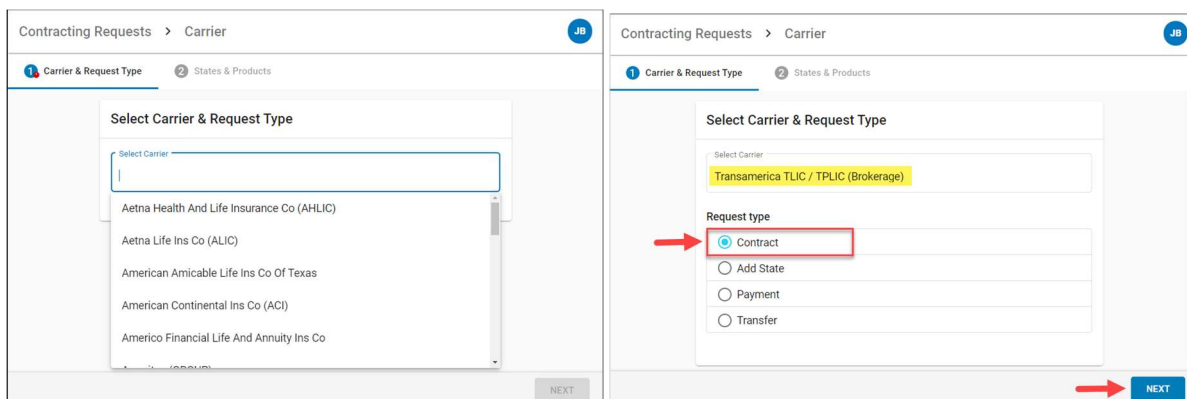
IMPORTANT NOTE: The **Create Request** button will only be enabled if all required information in your profile has been completed. If there is any missing required info you will see a red notice on the menu and a detailed notice at the top of the Contracting Request page listing the info that must be provided in order to create a new request.

This will take you into the request process with the following steps, depending on the type of request: **Note:** Not all request types include every step.

1. [Carrier and Request Type](#)
2. [States & Products](#)
3. [Training](#)
4. [Errors & Omissions](#)
5. [Carrier Questions](#)
6. [Questionnaire](#)
7. [Confirm & Sign](#)

Step 1: Carrier & Request Type

Use the carrier list to select the carrier and then select the request type. In the following example **Transamerica** was selected as the carrier with **Contract** as the request type. Select **Next** to continue.



Please note: Only carriers that your agency has made available to you are listed here. If the carrier you're looking for is not listed please contact your agency.

Request type definitions:

- **Contract** - Select when you want to submit a new carrier contract request (and you're not currently contracted with the carrier).
- **Add State** - Select when you're already contracted with the carrier and ONLY want to be appointed in an additional state where you are currently licensed.
- **Payment** - Select when you want to send ONLY updated banking information to the carrier.
- **Transfer** - Select when you are already contracted with the carrier but want to transfer the contract to the agency whose account you are currently logged into.

Step 2: States & Products

Next, select the product type(s) you would like to sell, and the state(s) where you would like to be appointed for the carrier. Only states where you currently hold an active license are listed. Your resident state is tagged with a house icon. Then select **Next** to continue.

The screenshot shows the 'Contracting Requests > States & Products' interface. On the left is a sidebar with a progress indicator showing steps 1 through 6: 1. Carrier & Request Type, 2. States & Products (current step), 3. Training, 4. Errors & Omissions, 5. Carrier Questions, and 6. Questionnaire. Below these is a 'Review & Sign' link. The main content area is titled 'Select States & Products'. It has two sections: 'Select Product' and 'Licensed States'. Under 'Select Product', there are several toggle buttons: 'Fixed Life' (checked), 'Fixed Annuity', 'Accident and Sickness', 'Med Supplements', 'Disability', 'Long Term Care', 'Variable Life', and 'Variable Annuity'. Under 'Licensed States', there are two state selection boxes. The first box for 'Ohio' is checked and lists 'Surety Bail Bond, Accident & Health, Life, Casualty, Property, Variable'. The second box for 'West Virginia' is also checked and lists 'Surety'. A red arrow points to the 'NEXT' button at the bottom right of the form.

Step 3: Training

On this step if there are any training requirements they will be shown at the top of the page. In the example below, the producer has already uploaded their AML training information which has satisfied the requirement for the carrier. If this information is missing and is required it will have to be fixed before you'll be able to proceed. You may use the [Training Concierge](#) to have SureLC automatically retrieve training information from the available providers. Select **Next** to continue.

Contracting Requests > Transamerica TLIC / TPLIC (Brokerage) > Training

JB

Please review the information on the Training screen. Select NEXT to confirm and continue.

1 Carrier & Request Type

2 States & Products

3 Training

4 Errors & Omissions

5 Carrier Questions

6 Questionnaire

7 Review & Sign

Training Concierge

1 Add New Accounts

Let our secure Training Concierge help prevent delays processing your contract request and new business submissions. Enter your credentials for any of the listed training providers and we'll monitor your accounts to retrieve any completed courses. We encrypt your info and only use it to apply training course info to your carrier contract submissions.

WebCE, Inc.

LIMRA

SuccessCE

Sandi Krulise, Inc.

QuestCE, Inc.

A.D. Banker

RegED, Inc.

AHIPorg

Anti-Money Laundering

QUEST CONTINUING EDUCATION SO...

08/01/2020

Transamerica TLIC / TPLIC (Brokerage) requires proof of AML training completion within 2 years prior to submitting new business for covered products.

PREVIOUS

NEXT

Step 4: Errors & Omissions

Some carriers and agencies require producers to have Errors & Omissions insurance. In the following example, the producer already has an active E&O policy. When E&O coverage is required and no policy information has been added to the producer profile it can be added here. Review the information shown, make sure the requirements have been met, and then select **Next** to continue.

Contracting Requests > Transamerica TLIC / TPLIC (Brokerage) > Errors & Omissions

JB

1 Carrier & Request Type

2 States & Products

3 Training

4 Errors & Omissions

5 Carrier Questions

6 Questionnaire

7 Review & Sign

Most carriers require E&O coverage. Please verify that the coverage shown below is correct.

Individual E&O Policy

Active

Starting

08/01/2020

Policy#

EOC225445680

Case Limit

\$1,000,000

Expiration

08/01/2021

Certificate#

N/A

Total Limit

\$1,000,000

Carrier

Zurich American Ins Co

Broker

CalSurance

E&O certificate is attached

PREVIOUS

NEXT

Step 5: Carrier Questions

Review all of the carrier questions and provide answers as necessary. Required questions are shown in red. Once all the required questions have been answered, select **Next** to continue.

Contracting Requests > Miscellaneous

JB

Please answer the remaining questions.

1 Carrier & Request Type

2 States & Products

3 Training

4 Errors & Omissions

5 Carrier Questions

6 Questionnaire

7 Review & Sign

Carrier Questions

1 NEW BUSINESS: Do you have new business to submit?

☐ Yes ☐ No

COMPANY APPOINTMENT REQUEST (Select ALL that apply): Transamerica Casualty Insurance Company

☐ Yes ☒ No

COMPANY APPOINTMENT REQUEST (Select ALL that apply): Transamerica Life Insurance Company

☐ Yes ☒ No

COMPANY APPOINTMENT REQUEST (Select ALL that apply): Transamerica Financial Life Insurance Company

☐ Yes ☒ No

Have you been convicted of, or pled guilty or nolo contendere (no contest) to a felony or misdemeanor involving: insurance, investments or a related business, fraud, false statements or omissions, wrongful taking of property, or bribery, forgery, counterfeiting or extortion, or breach of trust?

☐ Yes ☒ No

Do you have any outstanding or unsatisfied collections, judgments and/or liens, including tax liens, totaling \$50,000 or more?

☐ Yes ☒ No

PREVIOUS

→ NEXT

Step 6: Questionnaire

This step asks additional background-related questions that are required in order to submit a contracting request for the selected carrier. These questions provide important background information to the carrier about you (the producer). After reviewing ALL questions, select **Next** to confirm that all answers are current and accurate, and to continue.

Contracting Requests > Questionnaire

JB

Please review the information on the Questionnaire screen. Select NEXT to confirm and continue.

1 Carrier & Request Type

2 States & Products

3 Training

4 Errors & Omissions

5 Carrier Questions

6 Questionnaire

7 Review & Sign

Questionnaire

1 Have you ever been charged or convicted of or plead guilty or no contest to any Felony, Misdemeanor, federal/state insurance and/or securities or investments regulations and statutes? Have you ever been on probation?

☐ Yes ☒ No

2 Does any insurer, insured, or other person claim any commission chargeback or other indebtedness from you as a result of any insurance transactions or business?

☐ Yes ☒ No

3 Have you ever had an insurance or securities license denied, suspended, cancelled or revoked?

☐ Yes ☒ No

4 Has any state or federal regulatory body found you to have been a cause of an investment OR insurance-related business having its authorization to do business denied, suspended, revoked, or restricted?

☐ Yes ☒ No

5 Has any regulatory body ever sanctioned, censured, penalized or otherwise disciplined you?

☐ Yes ☒ No

PREVIOUS

→ NEXT

Step 7: Confirm & Sign

On this final step you must review the completed forms. Scroll ALL the way down to the bottom of the page to enable the **Apply My Signature** button. Select the button to continue.

Note: Some carriers may have an additional Signature step that requires you to Review and Sign additional forms. Follow these same instructions on that page, if applicable.

The screenshot shows the 'Confirm & Sign' step of a contracting request process. A red box at the top contains a warning message: "Please read & scroll to the bottom of the screen. Select APPLY MY SIGNATURE to confirm and submit this request." The left sidebar lists steps 1 through 7, with 'Review & Sign' selected. The main content area displays the Transamerica logo and 'Important Information' section. Under 'New Business Applications', there are fields for Agent Name (JAMES A BROWN, Jr.), Client Name, Date new business application was signed, State in which the application was signed, State in which the client resides, and Type of business written. Below this is the 'Pre-Appointment States' section. At the bottom, there is a 'PREVIOUS' button on the left and an 'APPLY MY SIGNATURE' button on the right, with a red arrow pointing to it.

Read the signature attestation and then select **Sign** to compete and submit the contracting request.

The screenshot shows the 'Apply Your Signature' dialog box overlaid on the 'Confirm & Sign' step. The dialog box contains the following text: "By selecting SIGN, I, JAMES BROWN, agree to adopt the electronic representation of my signature for all purposes when used on documents, including legally binding contracts, just the same as a pen-on-paper signature. I acknowledge that I am familiar with, and agree to be bound by, [SuranceBay's SureLC™ SaaS Terms of Use](#)." Below this text is the date "Today's date - 11/24/2020". At the bottom of the dialog box are two buttons: "CANCEL" and "SIGN", with a red arrow pointing to the "SIGN" button. The background shows the same 'Confirm & Sign' step as the previous screenshot, but with a yellow warning banner at the top that says "Select APPLY MY SIGNATURE to confirm and submit this request." and a signature attestation document visible behind the dialog box.

Once the request is submitted you'll be taken back to the **At Producer** tab and the following message will be shown. You may choose to download a copy of the signed paperwork from here.

| |
|--|
| All Done |
| Thank you for your contracting request. It has been submitted and you will be contacted if anything further is necessary. You can save a signed copy by clicking the 'Download' button below. |
| <div>NO, THANKS</div> <div>DOWNLOAD</div> |

The request you just submitted will now be listed on the **AT BGA** tab on the **Contracting Requests** page. Your agency will contact you if they have any questions or updates.