

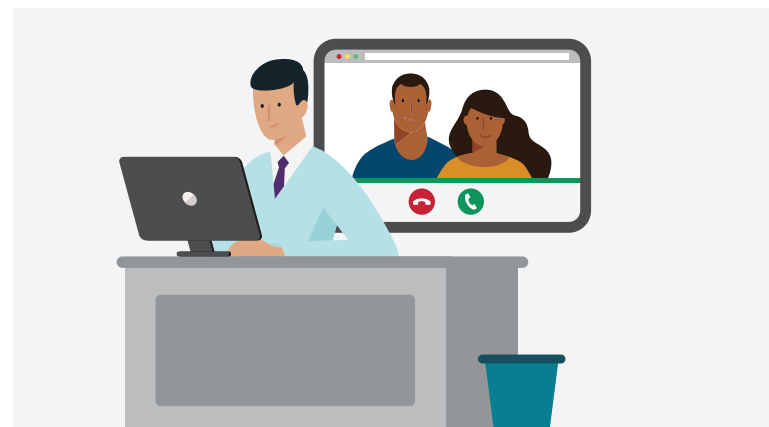
# Virtual face-to-face sales

It may be necessary at times to conduct virtual face-to-face videoconferences with clients through services such as Skype, FaceTime, Duo, Zoom, etc. Conducting virtual fixed annuity business (i.e., business not in-person) with someone a producer has never met in person is acceptable provided the following requirements are met.

- **Producers must view the client and their valid, legible, and unexpired government-issued picture identification, verify their identity through the videoconference, and record the information in the Customer Identification Verification section of the Financial Professional's Report. The applicant's ID must be matched to the face of the individual during the video call.**
- Fixed index annuity applications must be submitted electronically through an electronic application system and the client must sign the application through the client's email signature link.
- Producers must provide to the consumer an exact copy of any sales materials (e.g., sales literature, illustrations, etc.) that are discussed.
- If a producer holds a video call with a prospective customer at any time during the sales process and the prospect is not in their state of residence, it may be considered a nonresident sale. In that case, the Allianz Life Insurance Company of North America (Allianz Life) nonresident sale procedures must be followed.
- Of course, all applicable Allianz Life policies and state requirements apply when conducting virtual business, just as in any sales scenario (e.g., training, licensing, information security, nonresident sales, suitability, signature and delivery, etc.). Please view the Allianz Life Compliance Guide for more information.

## OTHER CONSIDERATIONS TO KEEP IN MIND FOR VIRTUAL SALES

- Producers must take extra precautions when conducting virtual sales and ensure consumers have a complete and accurate understanding of the product, as is required in any sales situation. Technical difficulties, delays, interruptions, etc. may delay the communication and sales process and producers may need to take extra time or schedule additional meetings to ensure the consumer's understanding, including holding an in-person meeting(s) if necessary.
- Keeping clear, thorough, and updated documentation in their client files is always important and can help protect a producer's practice. Producers should ensure they're detailing a comprehensive view of the customer introduction and identification verification, discussion topics, recommendations, and decisions in their client files.



Please contact your Allianz representative with questions.

**Allianz** 

If registered, producers should follow the requirements of their broker/dealer and registered investment adviser.

This material is designed to provide general information on the subjects covered and it is not intended to provide specific legal advice. Please note that Allianz Life Insurance Company of North America and their representatives do not give legal advice. You are encouraged to seek legal counsel as necessary for your particular situation.

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