



## To Our Valued Agents,

In today's environment, we understand the challenges preventing you from having a face-to-face meeting with current or prospective clients and delivering annuity contracts to your clients. The safety of you and your clients are very important to us. We hear you and have implemented several processes and resources to support your business needs and to keep everyone safe.

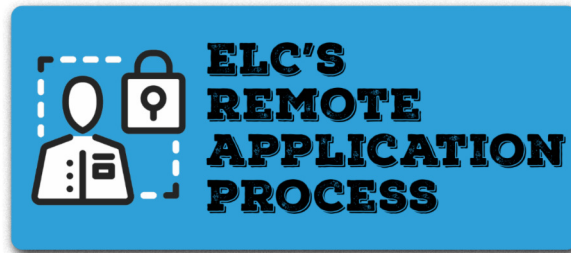
You can now solicit an application (paper app or electronic app using Firelight) via a **Virtual Sale** or **Telephone Sale**.

PLUS on Friday, we are implementing a new process using **electronic delivery (eDelivery) to send all annuity contracts via secure encrypted email** to the writing agent(s) with a hard copy mailed to the writing agent(s) or client as indicated on the application.

### ***What's the difference between a virtual sale and a telephone sale?***

We define a virtual sale as a web-based, face-to-face solicitation using  
1) **video chat applications** such as FaceTime, Skype, WhatsApp and other similar applications or 2) **video conferencing platforms** such as GoToMeeting, WebEx, Zoom and other similar platforms to complete the sale of an annuity. A telephone sale is a solicitation using the telephone to complete the sale of an annuity.

Our preferred method is for you to conduct a virtual sale using our eApp which is a fast, easy and secure process of submitting business. *Click the button below to view and download our Remote Application Process guide.*



### ***How does eDelivery process work?***

Once a contract is issued, we will send the writing agent a secure encrypted email with instructions on how to view and download their client's annuity contract. A hard copy will be mailed to the writing agent(s) or client as indicated on the application. Please make sure Annuity Agency has your correct email address so we can successfully eDeliver your client's annuity contract by emailing [Annuity.AgencyServices@equilife.com](mailto:Annuity.AgencyServices@equilife.com)

### ***How do I open a secure email to view my client's annuity contract?***

*To open a secure encrypted email, please follow the instructions below or click on the button below to view our Secure Message Retrieval guide.*



1. Any eDelivered annuity contracts will be emailed from [EncryptedDoNotReply@EquiLife.com](mailto:EncryptedDoNotReply@EquiLife.com) (Check your spam folder)

2. In the body of the email, click the **Read the message** button.

(Note: When you hover your mouse over this button, the screen tip should want to take you to <https://outlook.office365.com/<SecureParameters>>. If any other URL is specified, don't click the button. It likely isn't from us!)

3. You will be taken to a website where you can choose how you wish to retrieve the message. If you have a Google account, you can use that option; otherwise choose **Sign in with a One-time passcode**. We recommend this option. Click the button.

4. You will arrive at the next page after click on the Sign in with a One-time passcode button. Follow the instructions on the page. Open the email mentioned in the message to retrieve the one-time passcode. Enter the code and then click **Continue**.

5. You will be presented with the email message and will be able to view and download your client's annuity contract.

If you have a question about our enhanced processes, please email [Sales@EquiLife.com](mailto:Sales@EquiLife.com).

We are here for you, and we thank you for your continued business & support!



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