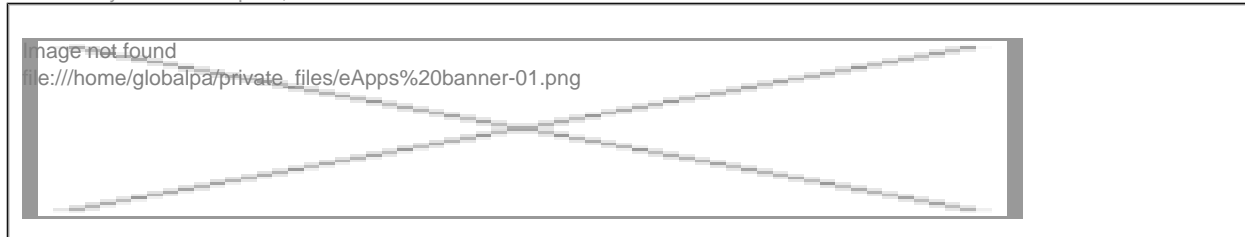




GLOBAL PACIFIC  
FINANCIAL SERVICES LTD.

## Continuing Business Digitally

Submitted by Victoria on April 6, 2020 - 10:02am



Dear Valued Advisor,

In order to support you in conducting your business digitally with your clients, we have created two eApps Landing Pages for you, as indicated below.

### **eApps: Public Access Page**

This page is available on the Global Pacific Website at [www.globalpacific.com/eapps](http://www.globalpacific.com/eapps), and does not require sign in.

On this page, you will find links to the Carrier eApps, their Advisor Sites, and links to some of the Carriers' publicly available videos and reference documents relating to doing electronic applications.

Many of the Carriers will require you to sign in to access their electronic application, and if not already registered to use their electronic application systems, will prompt you to Register using your Advisor Code to use the service.

We have also included the link to our Carrier Illustration Software for all Carriers at the top of this page. Note, that when clicking that link, you will be required to sign in to our Global Pacific Website, at which point you will be directed to the Carrier Illustration Software Page. \*\*Please ensure you are using the current illustration software, or applications will be rejected and/or cause unnecessary delays.

### **eApps: Secure Login Page:**

This page is available on the Global Pacific Website at [www.globalpacific.com/resource-centre/eapps](http://www.globalpacific.com/resource-centre/eapps), and requires you to sign in.

as well as links to additional non-public resources, that will help you conduct your business virtually.

Furthermore, each Carrier eApps Secure Page, will have a link to ?COVID-19 Update?, which will direct you to the Carriers? information page on doing business with them under the current COVID-19 circumstances. Such information may include, but is not limited to, electronic application usage, non-face-to-face requirements, policy delivery, underwriting, webinars, and market conditions. These pages are regularly updated, so check back often.

We are confident that you will be able to continue to conduct your business operations seamlessly, by referencing these pages, and if at any time you need any support ? please feel free to reach out to the Sales & Marketing Team at Global Pacific.

### **Application Tips ? Initial Payment for Life and Investment Applications**

You may be used to collecting cheques for first time payments upon application. We discourage this practice at this time, as it will delay your application considerably. Instead, we recommend that you do the following:

#### **Life Business:**

Collect a void cheque or PAD form from the client, or where the Carrier permits, use a Credit Card for the first payment.

Below you will find a list of Carriers allowing for Credit Cards to be used for the initial payment, and other premium payment options:

- **BMO** Life & CI App ? Part of Application - Credit Card - First ANNUAL Payment Only
- **CPP** - If the initial premium is to be paid by credit card, the frequency of premium payments must be annual.
  - If premium payment is monthly by Pre-Authorized Debit (PAD), include a void cheque or complete the banking information on page 6 (see sample cheque below).
- **Empire** Fast & Full - For most applications, initial premium must be paid online when the application is completed using the Owner?s or Life Insured?s MasterCard, Visa, Visa Debit, American Express, Interac Online, PayPal account or pre-authorized debit at the time of policy issue following application approval, unless application is auto-approved or temporary insurance is obtained.

For monthly premium payments, Owner or Life Insured banking information for Pre-Authorized Debit will be required.

1. **Manulife** PADI app - Monthly & Annually:

- Visa
- MasterCard
- American Express
- Pre-Authorized Debit (PAD)

**Manulife** eApp ? On delivery, the client can select their payment option, either a monthly payment by Pre-Authorized Debit (PAD), or other payment options can be done by cheque.

1. **Equitable** E- App - E-PAYMENT The initial premium can be paid by:

- VISA credit and debit card
- MasterCard credit and debit card
- Interac Online is available for TD, BMO, Scotiabank and RBC.

1. **SSQ** ?

- a. 1st option ? Cashed on reception of the application. Must be cashable on the date the application was signed.
  - b. 2nd option ? Credit card (complete section P) -
- If the payment frequency is annual, the amount payable by credit card is limited to 1/12th of the annual premium (or 1/12th of the MINIMUM annual premium for universal life insurance), subject to a maximum of \$5,000.
  - If the payment frequency is monthly, the amount payable by credit card is limited to the first monthly premium (or first MINIMUM monthly premium for universal life insurance), subject to a maximum of \$5,000.
- a. 3rd option ? Pre-authorized debit -Withdrawal on reception of the application. Only available if the payment frequency chosen is monthly, the pre-authorized debit agreement has been completed, a specimen cheque and the payer's identity have also been received.

1. **Desjardins** ? PAD or Credit Card

2. **Canada Life** ? Simple Protect

For initial payment, the client can choose one of three methods:

- a. Banking information ? Use the Bank account format listing document on advisor site to properly enter bank information
- b. Credit card

- c. Pay on contract delivery
- d. Ongoing Payments
  - i. If the client is paying monthly, ongoing monthly payments can be set up using banking information
  - ii. If the client is paying annually they will be sent a notice with billing details in the mail prior to renewal for future payments

Note: The policy must be paid by either the policy owner or the insured

**Investment Business:**

Utilize the "One Time PAC" option. Some carriers have it as (1) part of their application (2) require instructions on the application or (3) have an individual form available. See below:

- BMO ? Part of Application
- Canada Life ? One Time PAC attached
- Desjardins - No Form - write instructions on app for One Time PAC
- Empire Life ? No Form - write instructions on app for One Time PAC
- Equitable - Part of Application
- IA - One Time PAC attached
- Manulife Segregated Funds - Part of Application
- RBC - One Time PAC attached
- SSQ - No Form - write instructions on app for One Time PAC

Stay safe. Stay healthy.

Warm regards,  
Global Pacific

Attachment	Size	Type
<a href="#">Canada Life One Time PAC Form</a>	250.81 KB	application/pdf
<a href="#">iA One Time PAC Form</a>	793.69 KB	application/pdf
<a href="#">RBC One Time PAC Form</a>	572.98 KB	application/pdf

Source URL: <https://trustglobalpacific.ca/bulletins/global-pacific-financial-services-ltd/2020-04-06/continuing-business-digitally>