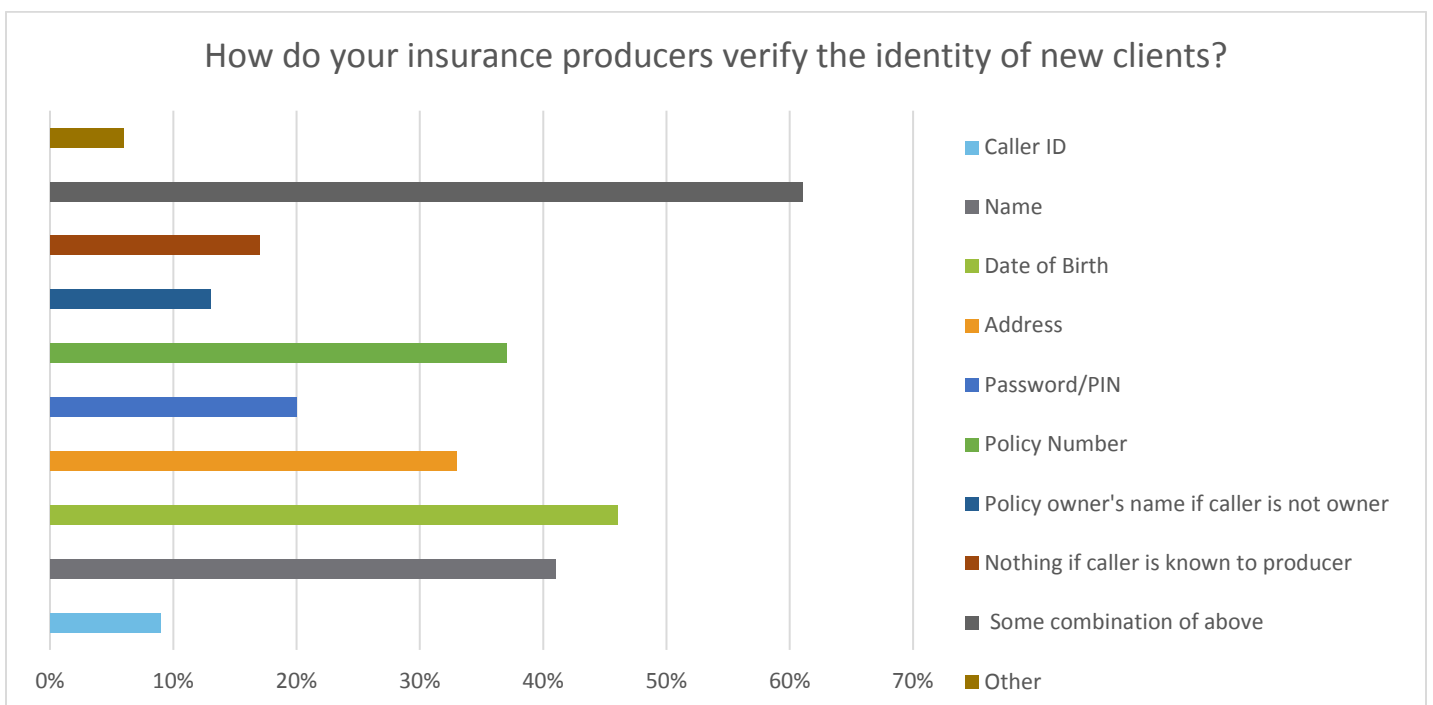
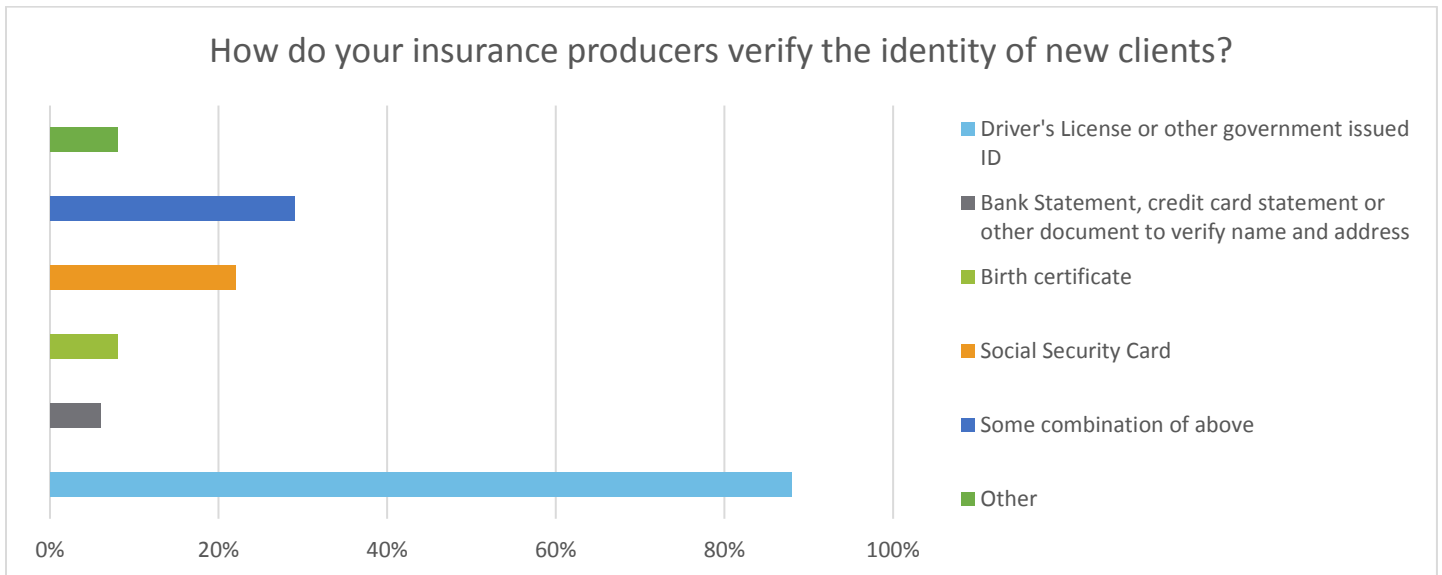


RESULTS

May 2018

Verification of Client's Identity by Insurance Producers



Other comments:

- **49 CEFLI member companies responded to the Quick Poll.**
- Other forms of acceptable ID for verification of new clients:
  - Passport
  - Green Card
  - State ID
- We use a LexisNexis tool for ID verification of new clients.
- Other ways producers may verify client's ID over the phone:
  - Ask caller to name beneficiaries and agent listed in contract
  - Skype or Facetime is used to confirm with a driver's license or other photo ID
- We require verification of callers by password or PIN only if the customer previously requested this on the account.
- We only ask callers for last 4 of SSN.
- Currently we only allow telephone transactions if there is an existing business relationship and the producer previously verified the client's ID.