

CEFLI Quick Poll

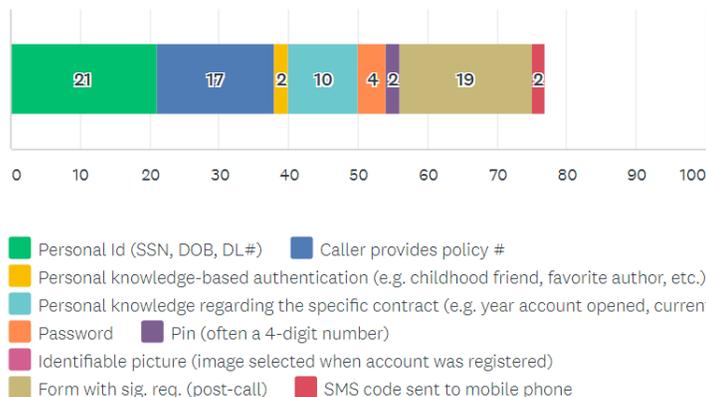
July 2020

Authentication Procedures

Beneficiary Changes

What authentication practices do you have in place when providing customer service over the phone (check all those that apply)? Beneficiary Changes

Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES
Personal Id (SSN, DOB, DL#)	87.50% 21
Caller provides policy #	70.83% 17
Personal knowledge-based authentication (e.g. childhood friend, favorite author, etc.)	8.33% 2
Personal knowledge regarding the specific contract (e.g. year account opened, current beneficiary, etc.)	41.67% 10
Password	16.67% 4
Pin (often a 4-digit number)	8.33% 2
Identifiable picture (image selected when account was registered)	0.00% 0
Form with sig. req. (post-call)	79.17% 19
SMS code sent to mobile phone	8.33% 2
Total Respondents: 24	

Comments:

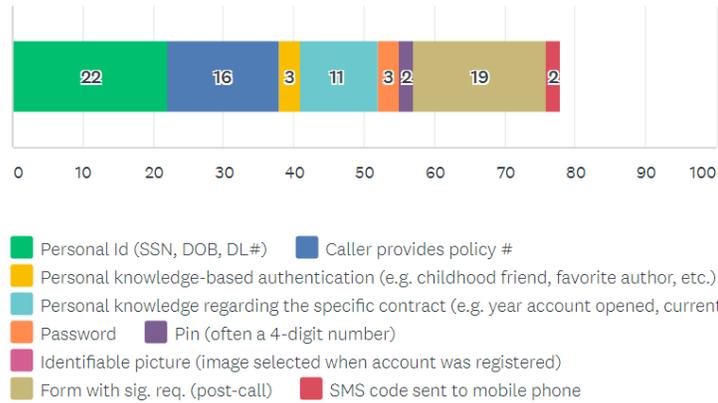
1. Also use zip code.
2. Caller must pass verification (personal ID, password/PIN or personal knowledge regarding contract) and we will then send the change form.
3. If the signature does not match, we will ask for a notarized signature.
4. Some have a pin/password on file.
5. We do not accept the actual changes over the phone; we only verify who we are talking to so we can advise them of how to make the change in writing.
6. Name, address, DOB, last 4 of SSN; signed using DocuSign's authentication requirements.
7. Follow-up sent to address on file.

(More on next page.)

Ownership Changes

What authentication practices do you have in place when providing customer service over the phone (check all those that apply)?Ownership Changes

Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES
Personal Id (SSN, DOB, DL#)	91.67% 22
Caller provides policy #	66.67% 16
Personal knowledge-based authentication (e.g. childhood friend, favorite author, etc.)	12.50% 3
Personal knowledge regarding the specific contract (e.g. year account opened, current beneficiary, etc.)	45.83% 11
Password	12.50% 3
Pin (often a 4-digit number)	8.33% 2
Identifiable picture (image selected when account was registered)	0.00% 0
Form with sig. req. (post-call)	79.17% 19
SMS code sent to mobile phone	8.33% 2
Total Respondents: 24	

Comments:

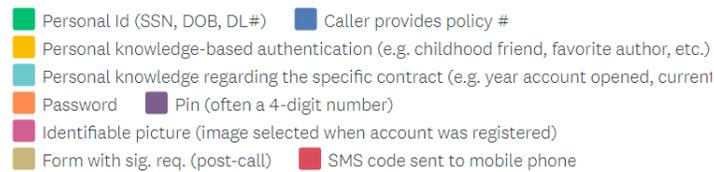
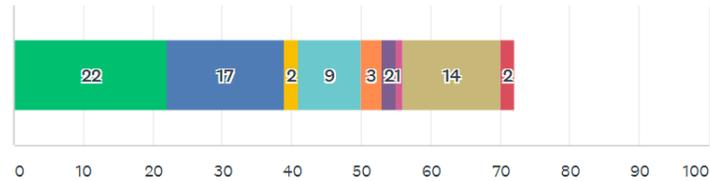
1. Also use zip code.
2. Caller must pass verification (personal ID, password/PIN or personal knowledge regarding contract) and we will then send change form.
3. If signature does not match, we will ask for a notarized signature.
4. Some have a pin/password on file.
5. We do not accept the actual changes over the phone, only verify who we are talking to so we can advise them of how to make the change in writing.
6. Name, address, DOB, last 4 of SSN; password for certain contracts.
7. Follow up sent to address on file.

(More on next page.)

Partial Surrenders

What authentication practices do you have in place when providing customer service over the phone (check all those that apply)? Partial Surrenders

Answered: 23 Skipped: 1



ANSWER CHOICES	RESPONSES
Personal Id (SSN, DOB, DL#)	95.65% 22
Caller provides policy #	73.91% 17
Personal knowledge-based authentication (e.g. childhood friend, favorite author, etc.)	8.70% 2
Personal knowledge regarding the specific contract (e.g. year account opened, current beneficiary, etc.)	39.13% 9
Password	13.04% 3
Pin (often a 4-digit number)	8.70% 2
Identifiable picture (image selected when account was registered)	4.35% 1
Form with sig. req. (post-call)	60.87% 14
SMS code sent to mobile phone	8.70% 2
Total Respondents: 23	

Comments:

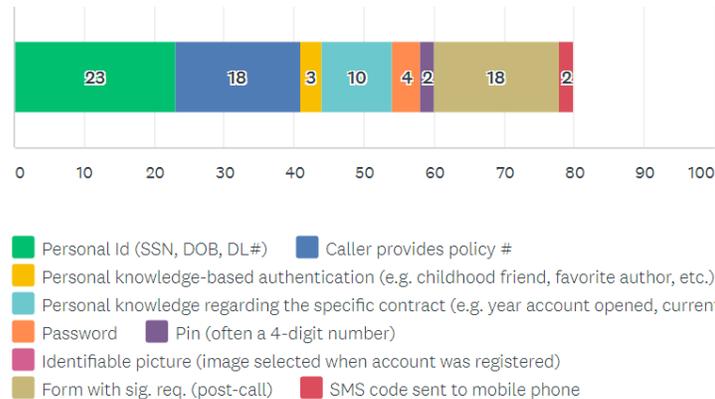
1. Also use zip code.
2. Caller must pass verification (personal ID, password/PIN or personal knowledge regarding contract) for phone call withdrawal or we will send form.
3. If signature does not match, we will ask for a notarized signature.
4. Disbursement controls for authorization of amount and GIACT (vendor) review regarding bank account information if ACH or wire.
5. Forms are required when funds requested is over a certain dollar amount.
6. Some have a pin/password on file.
7. We do not accept the actual changes over the phone, only verify who we are talking to so we can advise them of how to make the change in writing.
8. Signed request over specified amount.
9. Surrender only sent to file on record or to other insurance/financial service provider.

(More on next page.)

Loans and Withdrawals

What authentication practices do you have in place when providing customer service over the phone (check all those that apply)? Loans and Withdrawals

Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES
Personal Id (SSN, DOB, DL#)	95.83% 23
Caller provides policy #	75.00% 18
Personal knowledge-based authentication (e.g. childhood friend, favorite author, etc.)	12.50% 3
Personal knowledge regarding the specific contract (e.g. year account opened, current beneficiary, etc.)	41.67% 10
Password	16.67% 4
Pin (often a 4-digit number)	8.33% 2
Identifiable picture (image selected when account was registered)	0.00% 0
Form with sig. req. (post-call)	75.00% 18
SMS code sent to mobile phone	8.33% 2
Total Respondents: 24	

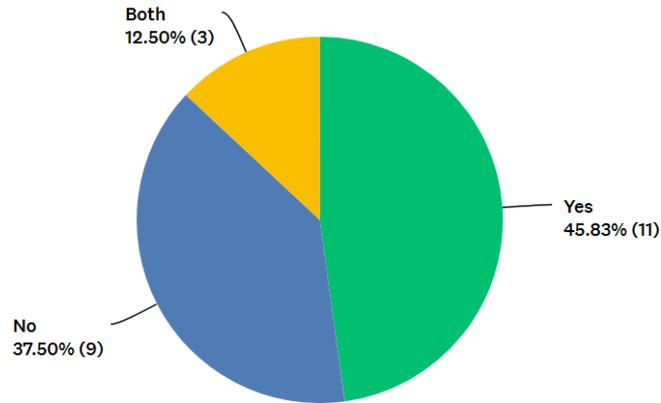
Comments:

1. Also use zip code.
2. Caller must pass verification (personal ID, password/PIN or personal knowledge regarding contract) for phone call withdrawals or we will send form.
3. If signature does not match, we will ask for a notarized signature.
4. Disbursement controls for authorization of amount and GIACT (vendor) review regarding bank account information if ACH or wire.
5. Forms are required when funds requested is over a certain dollar amount. We allow customers to add passwords on their accounts. Not all have them only when requested.
6. For loans, our disbursements are drafts, and we verify endorsement on those drafts.
7. Some have a pin/password on file.
8. We do not accept the actual changes over the phone, only verify who we are talking to so we can advise them of how to make the change in writing.
9. A signed form is only required for amounts \$5000 and over.
10. Signed request over certain amount.
11. Funds only sent to address on file or transfer to other insurer/financial service institution directly.

(More on next page.)

When requested, will you provide the caller a policy/contract number over the phone or do you mail to address of record?

Answered: 24 Skipped: 0



Comments:

1. Must validate sponsor of plan first.
2. If the caller is able to go through additional authentication like KBAs, we will give contract # over the phone.
3. We would mail to the address of record.
4. Mail to the address on record and will not provide over the phone.
5. If the call is authenticated and the SS matches the owner, we provide the policy number.
6. If the caller has been properly identified as the insured, we will give them the policy number over the phone.
7. No policy number provided over the phone; will mail number to the address of record, if requested.
8. Caller's ID must be verified first.
9. Mail to AOR.
10. Will only mail if they can't identify contract #.

End.