

Compliance Bulletin

No. 01-24 Date: January 2, 2024

To: All Agents in California

From: Gina Byrne Miller, Compliance Officer

Subject: In-home Senior Visits

National Western Life Insurance Company (NWL) is providing this annual notification to agents regarding California Insurance Code section 789.10. You are reminded that the regulation requires any person meeting with a senior age 65 or older in the senior's home for the purpose of soliciting life insurance, annuities, or other insurance products to deliver a notice to the senior no less than 24 hours, but no more than 14 days, prior to that individual's initial meeting in the senior's home.

If the senior has an existing insurance relationship with an agent and requests a meeting with that agent in the senior's home the same day, the notice shall be delivered to the senior prior to the meeting.

In addition to this reminder that the notice described below must be provided when meeting with a senior (age 65 or older) in his or her home, please note that NWL now requires that a copy of the notice you provide to the senior be submitted to the Company along with the life insurance or annuity new business application for that senior.

Recall that the notice must be a stand-alone document and must be in 16-point bold type. The notice must include the following:

- The agent's full name as it appears on his or her California insurance license.
- The agent's license number.
- The agent's mailing address and telephone number listed on his or her California insurance license
- Include the following disclosure:

"I am a licensed insurance agent. My purposes for coming to your home is to sell, discuss, and/or deliver one of the following [indicated all that apply]:

() Life Insurance, including annuities

() Other insurance products [specify]: _____

- You have the right to have other persons present at the meeting, including family members, financial advisors, or attorneys.
- You have the right to end the meeting at any time.
- You have the right to contact the Department of Insurance for information or to file a complaint. [The notice shall include the consumer assistance telephone numbers at the department].
- The following individuals will be coming to your home: [list all attendees, and insurance license information, if applicable].

The regulation also requires that you keep a copy of the completed notice for your files.

When contacting the senior in the senior's home, you must, before making any statement other than a greeting, or asking the senior any other questions, state that the purpose of the contact is to talk about insurance, or to gather information for a follow-up visit to sell insurance, if that is the case and state all the following information:

- The names and titles of all persons arriving at the senior's home.
- The name of the insurer represented by the person, if known.
- Each person attending the meeting with a senior must provide the senior with a business card or other written identification stating the person's name, business address, telephone number, and any insurance license number.
- The persons attending the meeting with a senior shall end all discussions and leave the home of the senior immediately after being asked to leave by the senior.
- A person may not solicit a sale or order for the sale of an annuity or life insurance policy at the residence of a senior, in person or by telephone, by using any plan, scheme, or ruse that misrepresents the true status or mission of the contact.

Please direct any questions you may have concerning this Compliance Bulletin to the Sales and Marketing Department at (800) 760-3434.



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