

U.S. New Agent FAQ



Licensing

- **If I want to do business in a non-resident state, what do I need to do?**

To submit business in another state, you must obtain a non-resident license in that state. Please check with the state's Department of Insurance to determine any licensing requirements. When you obtain your non-resident license, you can apply for an appointment as a non-resident person.

- **Are fingerprints required each time I get a license?**

Please refer to the particular state's Department of Insurance for questions related to obtaining a license.

- **Who should I contact if I have licensing questions?**

Please contact the state's Department of Insurance should you have licensing questions.

Appointments

- **When can I apply for an appointment?**

You can apply for appointments once a copy of your insurance license has been received by the WFG Licensing Department.

- **How do I obtain a non-resident appointment?**

Log in to MyWFG.com, click on the Menu icon and then follow this path: Licensing & Appointments > Appointments > [Non-Resident Appointments](#). Please ensure that the WFG Licensing Department has a copy of your non-resident license.

- **How do I know which providers I am appointed with?**

On MyWFG, click on Menu and then select Commissions & Reports > [Run a Report](#) and then click the link for the Licenses and Appointments report. You can also locate the report under the My Business tab by clicking the arrow next to My Last Commission and then choosing the Licenses and Appointments link.

- **How do I get an appointment with AMS and/or Crump to offer their products?**

Accessing Crump: MyWFG > Menu > Recruiting & Selling > Products & Providers > Sales Resources > [Crump](#). Click on the Appointments tile to see your current Crump appointments and apply for new ones.

Accessing AMS Appointments: MyWFG > Menu > Licensing & Appointments > Appointments > [Carrier Appointments](#) > Select Product Type > Select Fixed/Index Annuity Providers > Select Non-New York Annuity Carriers or New York Annuity Carriers. All providers offered through AMS will be displayed, then select the provider name and follow the prompts.

Products

- **Where can I find an approved product list?**

On MyWFG, click on the Menu icon then select Recruiting & Selling > Products & Providers > [Product Guide](#).

- **Are there any health insurance providers on the product platform?**

The product platform does not include any health insurance providers. You can still provide clients with health coverage, but the appointment process will be handled directly between you and the provider. Additionally, no commissions or points will be paid out to the hierarchy.

- **What is bolt? Can I be my own client?**
Licensed WFG agents or their clients can obtain a quote for auto or homeowners insurance. To access Bolt and other referral providers, log into MyWFG and select Menu > Recruiting & Selling > Product & Providers > [Referral Providers](#).
- **Is there required training to submit Fixed Indexed Annuity (FIA) or Fixed Annuity (FA) business**
Product-specific training is required prior to submitting FIA/FA business. You can locate this training on [RegEd.com](#).
- **Can I offer a 401(k) with just a Life License?**
In some states only a life license is needed to offer 401(k) plans. Please contact the product provider to confirm what licensing is required in your state.
- **Can a 401(k) be sold to an individual or is this a product to offer a company?**
401(k) products can be offered to companies with more than one employee. There are SOLO 401(k) options for owners of companies. Please check the [Product Guide](#) on MyWFG.com for a complete list of 401(k) providers.
- **Can I request individual training on products and completing client applications?**
Product providers host weekly training sessions on their products, illustration software and application submission process, and many of them have recorded sessions available on their websites. Please check the Webinars section on the MyWFG Home Page for a list of webinars/training.

Commissions

- **Does Crump and AMS advance commissions?**
Both Crump and AMS follows WFG's 40/60 percent life insurance commission advancing for most of the life insurance providers available through them.
- **Are commissions paid on Referral Products?**
WFG offers referral programs that allow agents to put their clients in touch with experts from top-tier providers. These programs cover areas related to mortgages, loans, education planning, and property and casualty insurance. WFG's referral partners include bolt and Heartland Institute of Financial Education.

These programs allow licensed agents to begin earning income right away, provide a more well-rounded set of financial service offerings to clients, and earn a referral fee for bringing new business to these companies. To learn more about these programs, please visit the Referral Providers page on MyWFG. Compensation is paid out to the field for Referral providers. Typically, referrals fees are paid 30-45 days once the client accepts the product/policy/service and makes their initial premium payment. Please refer to the Product Guide for the actual payout schedule.
- **Where can I find the Total To the Field (TTF) information for products I'm offering my clients?**
Please check the [Product Guide](#) for this information. Once you identify a product, scroll to the bottom of the paid to the field compensation detail section and click on the "eye" icon for more information.

Fees

- **Where can I pay my E&O insurance premium?**
Newly licensed agents will receive an email directly from Marsh, our E&O broker, with a link to sign up. Additional information related to Marsh can be found on MyWFG. Go to Menu > Administration > Errors & Omissions (E&O) > [Errors & Omissions Insurance Information](#). Please note that New York agents must provide their own E&O insurance, per state regulation, and will not be contacted by Marsh.
- **When am I charged for E&O?**
Errors & Omissions will be charged quarterly or annually depending on your agreement with Marsh, and covers your business with all providers offered through WFG. Please note this is not applicable to New York agents who must provide their own E&O insurance.

- **Where can I pay my Platform Fee?**

Payment for this monthly fee is on a recurring basis using a credit card on [Payment Central](#). To access Payment Central, go to MyWFG, click on the Menu icon, select Administration and then [Payment Central](#).

- **Are E&O premiums and the Platform Fee combined?**

E&O insurance premiums and the Platform Fee are separate charges.

- **I have recruited a licensed agent. Upon approval of the Agent Agreement, will he/she be required to pay E&O insurance premiums?**

Once the agent is approved by WFGIA and his/her license is received, the agent will be required to obtain E&O coverage. Provider appointments will not be processed until the E&O certificate is received.

Miscellaneous Questions

- **What is Vital Quote?**

Vital Quote, available through Crump, is a comparison tool that gives you the flexibility to either get a quick look at the most competitive carriers by product type or to obtain more information if you have specific carriers and products in mind.

- **Are discounts offered for pre-licensing and/or continuing education through WFG?**

Our preferred education providers offer discounts when you access their sites through MyWFG or WFG Launch.

- **What address will show on the business cards I order through the WFG Store?**

The branch address that is in our system is the one printed on your business cards.

- **Who can I contact at WFG home office as a new agent?**

The Business Development Team (BDT) is here to help you. Contact the team from 9:00 a.m. - 7:00 p.m. EST via phone at 877-368-4100 or via email at wfgbdtd@transamerica.com.