



Rate Lock Reminders and Instructions

When interest rates are decreasing, there are certain steps each producer must take to ensure the applied for rate is locked in for the specific client before the effective rate change date.

We've created the checklist below which you can utilize to help navigate the new business submission process when rates are decreasing.

- Confirm appointment, product training, and active carrier ID.
Prior to starting the new business process, it is essential that the agent be appointed, licensed and have completed all necessary product training. **Delaware Life is unable to provide any exceptions for rate lock due to missing appointment or product training.**
- Review any rate lock announcement and identify dates which could impact rate lock.
All paperwork and annuity trades must be signed/submitted prior to the effective rate change date. All eligible funds must be available for submission. This will help eliminate a NIGO (not in good order) application status which could impact rate lock based on how your firm does business. Please see applicable submission options below:
 - **AnnuityNet, Affirm, or Subscribe Order Entry:** Rate lock date is based on the FINAL submit date to the back office for order approval. If a case has to be resubmitted for rework, the new resubmission date will overwrite the original date, and rate lock could be impacted.
 - **AnnuityNet – Truist Only:** Rate Lock date is based on the application signature date. If a case must be resubmitted for rework and a new signature is needed, the new signature date will overwrite the original signature date, and rate lock could be impacted.
 - **Firelight Order Entry:** Rate lock date is based on the order submission to the carrier.
 - **Paper Application:** All paperwork must be signed prior to the effective rate change date in order to qualify for rate lock.
- Send any applicable paperwork to Delaware Life. All paperwork must be received in good order (IGO) within **14 calendar days** of the **effective rate change date**.
Once electronic order entry submissions have been completed, all required paperwork must be received in good order (IGO) **within 14 calendar days** of the **effective rate change date**. Preferred method of delivery is utilizing the attachments option through the DTCC electronic submission. If you are not using this option, documents can be sent via email or mail.
 - **Email:** AnnuityForms@delawarelife.com
 - **Regular Mail:** P.O. Box 80428, Indianapolis, IN 46280
 - **Overnight Mail:** 10555 Group 1001 Way, Zionsville, IN 46077
- For Transfers/1035 exchanges, please ensure that all funds are received IGO by Delaware Life within **60 calendar days** of the **application signature date**. Monitor Transfer/1035 status from transferring carrier to ensure payments are sent to Delaware Life in a timely manner.
- Communicate any approaching deadlines to both the transferring carrier and Delaware Life.
Throughout the new business process, if you run into any trouble or you are up against a deadline, please reach out to your assigned service team or internal/external wholesalers who will work with Delaware Life operations to assist with issues.

delawarelife.com

Sales Support: 844.DEL.SALE (844.335.7253)

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