



Rate Change/Lock Guidelines

To be eligible for the credited rate available as of the application signature date or order entry submit date, a physical application must be received within 14 calendar days of the application signature date/order entry submit date. Rates are defined as fixed rates, caps, triggers, or participation rates.

Annuity applications received at our service center will receive the interest rate as follows:

• Cash with Application

Applications received by us within **14 calendar days of the application signature date** will receive the greater of the rates in effect on:

- the date the application was signed or e-signed, or
- the date the annuity contract is issued.

• Transfers/1035 Exchanges (Carrier initiated)

If an Application is received by us within **14 calendar days of the application signature date** and **all funds** are received at the Service Center within **60 calendar days** from the client signature date, the client will receive the greater of the rates in effect on:

- the date the application was signed, or
- the date the annuity contract is issued.

• Client/Agent Ordered Funds (non-carrier initiated)

If an Application is received by us within **14 calendar days of the application signature date** and **all funds** are received at the Service Center within **30 calendar days** from the client signature date, the client will receive the greater of the rates in effect on:

- the date the application was signed, or
- the date the annuity contract is issued.

For client initiated IRA rollovers, we require a Transfer Form disclosing that Client/Agent Ordered Funds and any funds received are endorsed or made payable directly to Delaware Life.

For electronic business:

- For business submitted via AnnuityNet, Affirm or Subscribe, the “submit date” is the final submit date on which the application file is submitted to the **back office** for approval. Delaware Life will use this “submit date” as the last date to lock in rates prior to a rate change.
 - If a resubmission needs to occur, a new “Submit Date” will be generated in AN4 and Affirm. We will not honor the original “Submit Date” when any type of resubmission occurs.
- For business submitted via FireLight, the “submit date” is captured as the date on which the application file is submitted to **Delaware Life**. Delaware Life will use the “submit date” as the last date to lock in rates prior to a rate change.
- Please ensure you check with your back office about any firm requirements/approvals needed prior to submitting a ticket through your order entry platform.

For all business, please ensure that your application/paperwork is submitted “In Good Order.”

- Use our New Business Checklist—included with every application—as a guide.
- Please be sure to provide all signatures required to complete the transaction.

An application is **not considered** received without our receipt of a signed application, signed disclosure statement, and transfer paperwork if needed.

Until a contract is issued and while any requirement remains outstanding, we reserve the right to close out an application file and return all funds received to date. The application is considered void and will not be eligible for an interest rate lock.

If all funds are not received at the Service Center within 60 calendar days (1035 Exchanges/Transfer), and 30 calendar days (Client/Agent Ordered Funds), the credited rates will be those rates in effect on the date the annuity contract is issued.

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