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Global navigation and toolbar

File menu

New

To start a new illustration, select **New** from in the **File** menu or toolbar (or **Ctrl+N**).

A new document will open in a new tab. All fields in the new active scenario will be populated by system defaults, except when **Save case as default** has been used to create personal defaults.

Up to 15 documents can be used at any time and each document can have 5 scenarios.

Open

To open a saved document, select **Open** in the **File** menu or toolbar (or **Ctrl+O**).

By default it navigates to the directory indicated as the Default save location on the Advisor info window (to view or edit, select **Advisor info**). You can browse to select a saved document from any other directory.

All fields, in all scenarios, are populated with the data from the saved document. When there is data that is no longer valid (due to product changes / enhancements) error message(s) will be displayed in the Illustration summary panel.

Save (current document)

Select **Save** in the **File** menu or toolbar (or **Ctrl+S**) to save the active document with all the current inputs (can be saved with errors) in all the scenarios (up to 5), including all fields and **Scenario tab** names (default names or customized).

Documents are saved to the Default save location on the Advisor info window.

Save as

Select **File, Save as** to save the active document with a different file name or location (directory).

Note: It's important not to change the default file extension on the file name.

Preferences

To enable or disable Hover help, which appears in a window when the cursor is held over fields that have text attached to aid the user.

Report menu

Report Options

Select **Report options** in the **Report** menu or toolbar (or **F9**), to access the **Report design tab** and **Custom columns tab**.

All errors in the Illustration summary panel must be resolved before selecting **Report options**.

View report

To view a report for the active scenario, select **View report** in the **Report** menu or toolbar (or **F8**). The report generated is based on selections from **Report options**.

The report will not display if there are errors, indicated by messages in the Illustration summary panel.

A PDF reader must be installed to display the report.

Print report

To begin printing off a report, select **Print report** from the **Report** menu or toolbar (or **Ctrl+P**).

The report is generated for the active scenario, based on selections made in **Report options**.

The report will not be created if there are errors on the case, indicated by messages in the Illustration summary panel.

A PDF reader must be installed to create or print the report.

View data

Selecting **View data** in the **Report** menu or toolbar initiates the calculations required to display the resulting table of values for all scenarios in the current document. The active scenario in the input screens is the scenario displayed by default. To return to the input screens, click on the **Back to illustration** button in the toolbar. To display values for other scenarios, select the **Scenario tab**.

View data is not available if there are outstanding errors, indicated by messages in the Illustration summary panel.

The **View data** window must be closed before any changes can be made in the illustration. There is no functionality to print the **View data** window.

Clicking the **Export to Excel** button in **View data**, an Excel spreadsheet is created (provided Microsoft Excel is installed) with all of the cells in the displayed scenario.

Note: This feature is available for analysis and comparison purposes only and must not be used to create an illustration for a client or replace the illustration produced by this software. An illustration created with an Excel spreadsheet would not be compliant.

Advisor tools menu

Advisor info

Select **Advisor info** in the **Advisor tools** menu to open the Advisor info window.

Multiple advisor profiles can be saved. To change the displayed profile, select another name from the **Current advisor** drop-down list.

To add a new advisor: click on the **Add** button in the Advisor info window, enter the information, select **Save**. The first name, last name and province are required fields. All other fields are optional. Select the province or territory in which the advisor is licensed to sell life insurance. This selection will be used for the default province on the **Client tab**.

To delete a profile, select it from the **Current advisor** drop-down list, select **Delete**, and then click **OK** in the pop-up window.

The **Prepared by** field is optional. If populated, this name appears on the bottom of the reports. If blank, the advisor's name is used for Prepared by on the reports.

Choices for professional designations are pre-set. Others can only be entered by adding them after the last name (e.g. Smith CPA).

Bonus on commission percentages are used for calculations in the *Advisor's compensation* report, based on first-year commission. A percentage can be entered, the default is 100 per cent. **Refer to the advisor contract for the proper percentage.**

The **Default save location** is displayed near the bottom of the Advisor info window. The default save location can be changed by clicking **Browse**, entering a qualified path, and clicking the **Save** button on the Advisor info window. The new default save location is then used when you select **Open** or **Save** from the **File** menu or toolbar.

It's possible to have multiple advisor profiles with the same advisor name.

Save case as default

When **Save case as default** is selected in the **Advisor tools** menu, the current inputs on the active scenario are saved as the defaults for the product selected in the **Product** dropdown list, provided there are no error messages in the Illustration summary panel. The saved case will be used every time a new illustration is opened for that product.

Note: These personal defaults will remain saved and unchanged, even when a new version of the illustration software is introduced.

Restore system defaults

To restore the illustration software to the system settings, select **Restore system defaults** in the **Advisor tools** menu.

Note: All personalized defaults will be deleted until new defaults are saved again by selecting **Save case as default**.

This must be done for each product separately.

Underwriting requirements

Select **Underwriting requirements** in the **Advisor tools** menu to view the individual underwriting requirements for each insured on the illustration based on the active scenario's client and coverage selections.

The underwriting requirements cannot be viewed until all Illustration summary panel error messages are resolved for the active scenario.

The *Underwriting requirements* report can be selected from the **Report design** tab (via the **Report options** button).

Language menu

To switch the language of the illustration system, select **Language menu**. Select English or Français. All sections of the illustration system will be in the same language, including reports. If the language is switched after data is entered, the current data is maintained.

When the illustration is in English, the language toggle reads **Français**. To switch to French, select **Français**. The language toggle will now read **English**. Select **English** to switch to English.

Document

Opening a saved document will retrieve all of its scenarios. The first scenario in the document will become the active scenario.

Saving a document with multiple scenarios can be beneficial in preparing for a meeting with a family or business partners.

Scenario

Each document can have up to five scenarios to illustrate. Individual scenarios can have unique information entered, including clients, products, coverage and benefits.

To add a scenario, select **Add scenario**. The active scenario is copied, if there are no errors.

To delete a scenario, select the scenario, then **Delete scenario**.

To rename the active scenario, click on the Name field, type in the new name, and tab off the field. The new name will appear on the Scenario tab. Scenario names can have a maximum length of 15 characters.

The current scenario is used for **Underwriting requirements, View data, View report, and Print report**.

Product

The default product is the product selected in Concourse. To change the product, select the dropdown list, then the new product to illustrate.

Term life insurance

Client tab

Add client

To open an additional **Client tab**, select **Add client**. The maximum number of client tabs is seven (two joint insured's and five owners).

Select a **Client tab** to switch between clients.

The name of the tab corresponds to the name entered for first and last names. When a name has not been entered for a client, default tab names are Client 1, Client 2, etc.

Delete client

To delete a **Client tab**, select **Delete client**. The active **Client tab** will be deleted including all client information.

Client type

There are two types of classification – **Individual** and **Corporate**.

A **Corporate** client can only be an owner, and there can only be one corporate owner.

An **Individual** can be an insured, owner, or owner and insured.

Client Role

There can be one insured or two joint insured's, and up to five owners.

Only individual clients can be an insured.

Title

This field is optional.

A title for the client can be selected from a pre-determined list or can be left blank.

Date of birth

When a **Date of birth** is entered, the **Age nearest** field is calculated. This field is not mandatory.

Age nearest

The issue age is based on the client's age at his or her nearest birthday.

This field can be entered manually, or it is calculated if a **Date of birth** is entered.

Smoking status

Select **Non-smoker** or **Smoker** from the drop-down list. For insured aged 15, 16 and 17, the selection defaults to **Smoker**.

Province

Select a province or territory from the drop-down list.

The default is based on the selection from the Advisor info window.

Health class

Select the **Health class** for the insured. Only classes associated with the selected **Smoking status** are enabled.

Ratings

When an insured has a medical rating (obtained from underwriting) select **Actual, Flat extra** or both.

When **Actual** is selected, a percentage from the drop-down list must be chosen. Available percentages range from 125 to 500, in increments of 25.

When **Flat extra** is selected, enter a dollar amount between 0.01 and 999.99, and the number of years the flat extra is applicable.

Coverage tab

Premium frequency

Monthly and **Annual** premium frequencies are available through regular illustrations.

The **Monthly** premium is determined by taking the annual premium and multiplying it by the modal loading factor (0.09, which is an 8% nominal rate). As a result, paying premiums monthly results in a higher annualized premium.

When **Monthly** is selected for **Premium frequency**, the illustration shows either monthly or annualized premium. The **Annualized** premium is the monthly premium times 12.

Solve for

Three options are available to choose from: Solve for: Term, Solve for: Coverage amount, Solve for: Premium amount.

Solve for Term

Term duration: Choose to enter a coverage amount and a premium amount (up to two decimal places). Click on "Update Summary" to solve for the plan term duration. Benefits and riders are included in the calculation for the specified term duration.

Tip: The solve for will calculate the highest term duration available for the specified premium (up to, and including the input premium – but no higher); it's beneficial to check the next highest term duration as an extra years' worth of coverage may still be within your client's budget.

Solve for coverage amount

Coverage amount: Choose to enter a premium amount, up to two decimal places, to solve for a coverage amount.

Note: Switching the premium frequency will not change the premium amount, while Solve for coverage amount is selected.

Solve for premium amount

Premium amount: Choose to enter a coverage amount. The premium is then calculated.

Tip: When the basic coverage amount is close to the next premium band, it's beneficial to check the cost of insurance for the basic coverage at the next premium band.

The benefits and riders are included in the calculations for a specified premium solve. If any changes are made to the client or coverage inputs, select the Update summary button to refresh the solve.

Premium bands

Band 1 Under \$250,000

Band 2 \$250,000 to \$499,999

Band 3 \$500,000 to \$999,999

Band 4 \$1,000,000 to \$4,999,999

Band 5 \$5,000,000 to \$9,999,999

Band 6 \$10,000,000 +

Illustration summary panel

The Illustration summary panel displays what has been inputted for the current scenario:

- Client(s)
- Coverage
- Total premium
- Benefits and riders

For joint life illustrations, the client information of the joint insured's is blended to calculate an Equivalent single age (ESA).

The Illustration summary panel is found on every input tab, excluding the **Report design tab** and **Custom columns tab**.

The Illustration summary panel displays any error and warning messages related to data entered for the active scenario.

Errors must be corrected before the following selections are enabled:

- View report
- Print report
- View data
- Save case as default
- Add scenario

Report design tab

Report selections

Select **Complete client report**, **Individual reports**, or a previously saved report from the **Report selections** drop-down list.

Complete client report

When the **Complete client report** is selected, the following reports are required:

- Cover page
- Illustration summary

- Illustration details
- Product details

These required reports are pre-selected automatically and cannot be de-selected, unless the **Individual reports** option is selected.

The following reports are not required but are also pre-selected automatically:

- Product page

You can select other reports to be included in the output, including a custom report created in the **Custom columns tab**.

Individual reports

All reports are enabled and may be selected using any combination of reports to be printed or viewed, including a custom report created in the **Custom columns tab**.

Unless the *Cover page*, *Illustration summary*, *Illustration details*, and the *Product details* are selected, the report generated is not a client copy.

Save selection as

Create a unique report to save as an option listed in the **Report selections** drop-down list.

Save any combination of selected reports, **Duration**, **Show column**, **Show premium** and **Report language**.

A name, up to 25 characters in length, must be entered in the text box to the right of the **Save selection as** button.

The saved report is now listed in the **Report selections** drop-down list.

Delete selection

Clicking the **Delete selection** button beside the **Report selections** drop-down list will delete the saved report. System default reports cannot be deleted.

Cover page image

Choose from a list of images to display on the cover page of the illustration. The default selection is no image.

Currently, there is a family image and a corporate image.

The **Cover page image** selected is saved with the report.

Cover page

This page can be produced individually.

When selected, choose up to three accompanying purpose statements.

Term life insurance purpose statements, or reason for purchase, include:

- Mortgage protection
- Debt protection
- Income replacement
- Buy/sell
- Key person
- Future conversion to permanent life insurance

The cover page is mandatory for presentation to clients. To produce an illustration for clients, change the **Report selection** to **Complete client report** and the required reports are automatically selected.

Illustration summary

This report can be produced individually.

This report has the information necessary to recreate the illustration (i.e. it includes all variables in the active scenario).

The *Illustration summary* is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Illustration details

This report can be produced individually.

It illustrates the premium and the death benefit for the duration of the illustration for the active scenario.

When you select a preferred **health class**, the standard health premiums will also be displayed. The standard health premium is to be collected at issue.

The *Illustration details* report is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Optional benefits and riders

This report can be produced individually.

It illustrates the premiums for each benefit and rider for the duration of the illustration for the active scenario.

The *Optional benefits and riders* report is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Product details

This report can be produced individually.

This report describes:

- Coverage information
- Product and policy features
- Taxation
- Optional benefits and riders selected

After selecting *Product details*, the **Include company information** box and **Optional benefits and riders not selected** box are enabled.

When **Include company information** is selected, the corporate financial strength message is added to the illustration.

When any selections under **Optional benefits and riders not selected** are made, this section will be added to the Product details report and provides a brief description of benefits and riders not selected in the main illustration.

The *Product details* report is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Product page

This report can be produced individually.

It provides a summary of the clients and coverage selections made for the illustration in the active scenario.

The *Product page* is numbered separately from the rest of the illustration and can be attached to the paper life insurance application for product information rather than using the illustration. The

reference number on the *Product page* matches the reference number for the illustration and must be included in the application.

Underwriting requirements

This report is only available as a stand-alone report and is for advisor use only.

It is a confirmation of the underwriting requirements needed based on the insured person's age and total life insurance coverage being applied for.

Advisor's compensation

This report is only available as a stand-alone report by clicking on the **Advisor only** button (as it is for advisor use only).

The information is based on the selected **Health class** and first year commission bonus rate input from the Advisor info window and is not guaranteed.

Report language

The language selected for the illustration is the default for the print language. Selecting a **Report language** will only change the language for the reports, not the illustration input.

Duration

When **Print entire report** is selected, every year from issue to when the life insurance ceases, is printed.

When **Print the first** is selected, the reports will print the values for each and every year in the chosen timeframe (5, 10, 15 or 20 years). Based on the **Years thereafter** selection (Every 5th or Every 10th year), the reports will not print the years between, for the remaining duration. Important dates, such as renewal years, will print.

Show premium

When **Monthly** is the **Premium frequency** selected on the **Coverage tab**, then **Monthly** and **Annualized** are enabled (**Annual** will be disabled).

When **Annual** is the **Premium frequency** selected on the **Coverage tab**, then only **Annual** is enabled (**Annualized** and **Monthly** are disabled).

To change the option(s) available, the **Premium frequency** must be changed on the **Coverage tab** first.

Show column

On a single-life illustration, choose to have the reports print with **Policy year** or **Age**, or combination of policy year and age (**Year/age**).

On a joint illustration, only **Policy year** or policy year and individual ages (**Year/age**) are available.

Strategies

Exports all illustration data for the current scenario and opens the main Strategies page.

The main Strategies page opens in a new window and all illustration data for the current scenario is exported to be used in the selected strategy.

Custom reports

A list of saved custom reports. To include the custom report in the illustration, select a report, click **Add**. Selecting **Remove** will remove the custom report from the illustration.

Selecting a custom report and clicking **Up** or **Down** will change the order of the custom reports in the illustration (before the *Product summary*).

Export data

All the illustration data for the current scenario is exported to Excel, for use in sales strategies and calculators.

When there are errors on the Illustration summary panel, the export will be cancelled.

Back to Illustration

Click on the **Back to illustration** button to return to the active scenario from the tabs in **Report Options**.

Custom columns tab

Select to see a list of available columns to create a custom report.

To add a column to a custom report, select the column name under **Available columns**, then select **Add**. The name now appears in the **Selected columns** box. Repeat to add other columns (up to a maximum of 12 including year/age).

To remove a column, select the column name in **Selected columns**, and then select **Remove**. Reorder selected columns using **Up** and **Down**. All custom column selections can be removed at once by selecting **Clear**.

To save the report, select **English Custom report title** and/or a **French Custom report title**, name the report and **Save**. The report name is then listed in **Available custom reports**. By entering the report title once, it's saved for English and French reports.

To delete a saved custom report, select the report name in **Available custom reports**, and then select **Delete**.

To edit a saved custom report, select the report name in **Available custom reports**. The custom columns included in the custom report are listed in **Selected columns**. Columns can be added or removed.

The saved custom reports will be listed in **Available custom reports** on the report design tab.

To include a custom report with the regular illustration, highlight the report, then select **Add**. To remove a custom report from the illustration, highlight the report in **Custom reports to be included in the illustration**, and then select **Remove**.

Participating life insurance

Client tab

Add client

To open an additional **Client tab**, select **Add client**. The maximum number of client tabs is seven (two joint insured's and five owners).

Select a **Client tab** to switch between clients.

The name of the tab corresponds to the name entered for first and last names. When a name has not been entered for a client, default tab names are Client 1, Client 2, etc.

Delete client

To delete a **Client tab**, select **Delete client**. The active client tab will be deleted, including all client information.

Client type

There are two types of classification – **Individual** and **Corporate**.

A **Corporate** client can only be an owner, and there can only be one corporate owner.

An **Individual** can be an insured, an owner, or an owner and insured.

Note: When there are only **Individual** owners, the personal **Marginal tax rate** is used. When there is a **Corporate** owner, the corporate **Marginal tax rate** is used.

Client Role

There can be one insured or two joint insured's, and up to five owners.

Only an **Individual** client can be an insured.

An **Individual** client can be insured as a **Payor** (not available on joint life policies, only on single-life policies).

Title

This field is optional.

A title for the client can be selected from a pre-determined list or can be left blank.

Date of birth

When a **Date of birth** is entered, the **Age nearest** field is calculated. This field is not mandatory.

Age nearest

The issue age is based on the client's age at his or her nearest birthday.

This field can be entered manually, or it is calculated if a **Date of birth** is entered.

Smoking status

Select **Non-smoker** or **Smoker** from the drop-down list.

Province

Select a province or territory from the drop-down list.

The province selected for the owner is the province used for tax purposes.

The default is based on the selection from the Advisor info window.

Ratings

When a client has a medical rating (obtained from underwriting) select **Actual**, **Flat extra** or both.

When **Actual** is selected, a percentage from the drop-down list must be chosen. Available percentages range from 125 to 500, in increments of 25.

When **Flat extra** is selected, enter a dollar amount between 0.01 and 999.99, and the number of years the flat extra is applicable.

When **Declined** is selected, the only available policy is a joint last-to-die, premiums to last death. Only one insured can have a declined rating.

Note: Ratings received from underwriting are actual ratings, before the ASTRA/rating reduction program is applied. The illustration automatically applies the corresponding rating reduction for premium calculations. When a policy is to be 100% reinsured, the rating reduction does not apply, so an illustration must be requested through the nearest regional office.

Marginal tax rate

The **Marginal tax rate** will default to the highest tax rate, including federal and provincial tax, based on the **Province** selected.

When ownership is **Individual**, enter a personal tax rate between zero and 100 per cent.

When the owner is a **Corporate** client, enter a tax rate between zero and 100 per cent.

When there are multiple owners, all owners share the same **Marginal tax rate**.

Coverage tab

Frequency

Monthly and **Annual** premium frequencies are available through regular illustrations.

The **Monthly** premium is determined by taking the annual premium and multiplying it by the modal loading factor (0.09, which is an 8% nominal rate). As a result, paying premiums monthly results in a higher annualized premium.

When **Monthly** is selected for premium **Frequency**, the illustration shows the annualized premiums. The **Annualized** premium is the monthly premium times 12.

Specify coverage amount

Tip: When the basic coverage amount is close to the next premium band, it's beneficial to check the cost of insurance for the basic coverage at the next premium band.

Premium bands

Band 1 \$25,000 to \$99,999

Band 2 \$100,000 to \$249,999 **Band**

3 \$250,000 to \$999,999

Band 4 \$1,000,000+

Tip: Specify coverage amount is more intuitive to use than Specify premium amount.

For all dividend options other than ECO coverage: When you enter a coverage amount in the basic coverage amount field, the premium is calculated.

For the ECO dividend option: When you enter a coverage amount in the basic or total coverage amount fields to achieve the desired balance of basic coverage and ECO amount, the premium and ECO amount is calculated.

- When you enter a total coverage amount, the default will calculate a split between basic coverage amount and the ECO amount (assuming the maximum ECO amount).
- When you enter a basic coverage amount within the range shown, the ECO amount will be recalculated to keep the total coverage amount the same. When you enter a basic amount above the range, the total coverage will be recalculated, assuming maximum ECO, and the ECO amount will be the difference between total coverage amount and basic coverage amount.

Note: Adding additional deposit option (ADO) doesn't affect the coverage calculations when Specify coverage amount has been selected.

The basic premium and total premium fields will not be enabled for editing. Selecting Additional deposit option will enable the ADO premium field for editing.

Term Conversion checkbox

Select to illustrate a term conversion when the basic coverage amount is greater than \$2,000,000 and a scheduled or single ADO is selected. Selecting the checkbox will calculate a reduced maximum ADO that may be available without underwriting and will disable the Underwriting requirements in the advisor tools menu and on report options. This feature is not available when specified premium amount is selected.

Specify premium amount

When the basic coverage amount is close to the next premium band, it's beneficial to check the premium for the basic coverage at the next band.

Tip: Specify coverage amount is more intuitive to use than Specify premium amount.

Coverage amounts are always rounded to the nearest dollar, whereas premium amounts are rounded to two decimal places. For this reason, the premium you enter may be adjusted downward to support the nearest basic coverage amount.

When you change premium frequency mode while Specify premium is active, the illustration will assume same dollar amount. The premium amount is the key number when Specify premium amount is selected.

Additional deposit option (ADO) not selected

When you enter a specified premium amount (up to two decimal places to work out a coverage amount), then you'll enter basic premium. Premiums from selected riders and benefits are not included in the calculation. The premium range shown will depend on the dividend option chosen. The minimum is based on \$25,000 of basic coverage and the maximum on \$20 million.

When the dividend option is ECO, the maximum premium in the range is based on \$20 million total coverage and assumes maximum ECO. Adjusting the total coverage amount will adjust the amount of ECO and leave the basic premium/coverage amount unchanged.

Additional deposit option (ADO) option selected

When ADO is selected it's included in the specified premium calculation; other riders and benefits are excluded from the calculation. Enter the total premium and/or ADO premium for this calculation. When a Total premium amount is entered, the default will calculate a split between the basic premium and ADO premium, assuming the maximum ADO amount. If the ADO premium is reduced, the basic premium will increase accordingly to equal the total premium amount.

When the dividend option selected is ECO, the total coverage could exceed the \$20 million coverage maximum because maximum ECO is assumed in the calculation (the premium range assumes minimum ECO). This produces an error in the summary window that can be corrected by reducing the total coverage to \$20 million, which reduces the ECO amount. This will not change the total premium.

Note: When ADO is selected and the maximum ADO is below \$1,000 annually (\$90 monthly), the minimum and maximum ADO premium is equal. The ADO premium cannot be changed unless Total premium is increased.

When any changes are made to the client or coverage information entered, select the Update summary button to refresh the calculation.

Premium offset

Please refer to the *Participating life insurance product guide* for information on [Premium offset](#).

Premium offset is not available with the cash payment dividend option.

You can illustrate up to three premium offset schedules on one illustration. Each premium offset schedule can be any one of 3 different types (variable, level, or full).

Tip: Premium offset starts in the illustration "at" the year or age as input.

For example, if premium offset is input to start at year 20; 19 premium payments will be illustrated before premium offset begins.

When Additional deposit option (ADO) is selected with premium offset, ADO payments must end at least one year prior to the offset start duration. The earliest that premium offset can start for a sales illustration is year 9, when ADO is illustrated.

Steps to complete a premium offset schedule:

1. Check the Premium offset checkbox.
2. Select the Type of premium offset from the dropdown menu.
3. Input values for all required fields, to complete an offset schedule.

- a. For Full offset, the start age/year must be entered first. The end age/year defaults to maximum premium pay period (including optional coverages) but can be changed to a lesser duration to allow more than one offset schedule.
 - b. For Level offset, first enter the amount to be paid by the client each year. The system will then calculate the maximum range by populating an end age/year and displaying the **Earliest start**. Enter the start age/year.
 - c. For Variable offset, first enter the % of annual dividend to be applied towards the premium. The system will then calculate the maximum range for the offset schedule, by populating an end age/year and displaying the **Earliest start**. Enter the start age/year.
4. If desired, click the Add offset schedule button to enter another offset schedule to the illustration and continue from Step 2. Note: the start and end age/year of subsequent offset schedules cannot overlap previous entries.

Note: The system will populate the latest end age/year by default, but the user may change it. The user must always input the start age/year (Earliest start displays as a guide).

Tip: Changing the end age/year to a lesser value may allow an earlier start age/year.

To edit a premium offset schedule, click on any field that is enabled and change the input. Once you tab off the field, or click on another field, the system will re-calculate.

ECO and premium offset Supportability

When the dividend option is ECO, the term portion must be illustrated to be "paid off" (replaced by paid-up additions) by age 90, based on the current dividend scale.

Great care must be taken when illustrating premium offset on policies with ECO, because even minor changes in the dividend scale will have a significant impact on supportability -- i.e. the ECO term cost must be paid first so any reduction in dividend scale impacts the values available for premium offset.

Note: The ECO guarantee is forfeited when premium offset is used, or when there is a withdrawal.

Premium offset and ECO, in combination, consume a large portion of dividend values and therefore may cause customer disappointment if ECO or premium offset failure were to occur. For this reason early duration premium offset is not recommended with ECO dividend option.

Type of offset

Full premium offset

A full premium offset is selected when the client doesn't want to pay any portion of the premium out-of-pocket, but chooses to have the full premium paid from the annual dividend and, if necessary, from the surrender of existing values.

Partial premium offset

A partial premium offset is chosen when the client wants to pay a portion of the premium out-of-pocket, and have the balance of the premium paid from the annual dividend and, if necessary, from the surrender of existing values. The client has 2 options for making partial premium payments. **Level (\$):** The client pays a specific amount of each premium, with the balance paid from the annual dividend and, if necessary, from the surrender of existing values.

Variable (%): A percentage of the annual dividend being applied toward the premium, with the client paying the outstanding balance.

Amount or percentage

Full premium offset

Not a required input, as the system will use the full premium amount each year (the field will be disabled when this offset type is selected).

Level premium offset

The fixed, out-of-pocket amount to be paid by the client must be entered in this field. Once inputted, the system will enable the offset schedule fields and populate the end age/year, based on the level amount and premium paying period, then calculate the **Earliest start**. An amount equal to, or more than, the premium amount is invalid, since that would be considered a premium paying scenario. As a result, some policy years may not be allowed for an offset schedule when a relatively low level amount is used.

Variable premium offset

The percentage of the annual dividend to be used to pay the premium must be entered in this field. Once inputted, the system will calculate the range for the offset schedule, populating the end age/year and displaying the Earliest start.

Earliest start

Calculated based on supportability, given the offset schedule end age/year (and Amount or Percentage for Level and Variable offset types).

Note: When there is an ADO amount inputted, the *Earliest start* allowed for premium offset for a sales illustration is policy year 9.

Premium offset start age/year

System will not populate a default value – the start age/year must be inputted by the user. The start age/year cannot be before the **Earliest start**, or overlap any previously entered schedule.

Premium offset end age/year

System will default to the maximum value, which is the end of the premium paying period (including optional coverage's).

Level offset: The end age/year must be validated by comparing the premium amount with the level amount paid by the client. Therefore the system may provide an end age/year that is less than the end of the premium paying period.

Add offset schedule

An offset schedule may be added when a previous schedule is present and the end of the premium paying period has not yet been reached.

Delete offset schedule

When clicked, the offset schedule will be removed without warning. When there is only one offset schedule and the delete button is clicked, the premium offset checkbox will be unchecked and the premium offset window will no longer be visible.

Note: De-selecting the premium offset checkbox will delete all offset schedules.

Premium deposit account

A lump-sum deposit to pay premiums in advance earning taxable interest (the amount required is displayed in the *Premium deposit account* report).

Tip: When premium offset is selected with premium deposit account (PDA), the PDA "to" year or age input must be a maximum one year prior to the offset start duration.

For example, when premium offset is inputted to start at year 20, the PDA can be input to illustrate to a maximum year 19.

Withdrawals tab

Withdrawals

Policyowners may withdraw cash values arising from policy dividends without affecting the basic policy guarantees.

By selecting the Withdrawal checkbox, four choices are made available.

Maximum level

Select Year or Age from the drop down list, select the years (or age) the withdrawal will occur, then click the Update summary button to determine the maximum level withdrawal available. When **Maximum level** is selected, the value of paid-up additions will decrease to zero by the end of the withdrawal period. When the dividend option is ECO, the age 90 crossover rule will limit the withdrawals.

Variable

Select Year or Age from the drop down list, select the years (or age) the withdrawal will occur, then click the Update summary button to determine the annual maximum withdrawal amount.

Specified

Select Year or Age from the drop down list, select the years (or age) the withdrawal will occur, then enter the amount (minimum is \$500). To increase the amount available, shorten the time period of the withdrawal.

Maximum period

Select Year or Age from the drop down list, select the year (or age) that the withdrawal will start and enter the amount (minimum is \$500). To solve for the end date (To: field) click the Update summary button.

Note: Withdrawal amounts inputted are before tax, but after tax amounts are displayed in the **View data** and reports.

Illustration summary panel

Illustration summary

The Illustration summary panel shows what has been inputted for the active scenario:

- Client(s)
- Coverage
- Benefits and riders
- Withdrawals
- Total initial premium

For joint life illustrations, the client information of the joint insured's is blended to calculate an Equivalent single age (ESA).

The Illustration summary panel is found on every input tab, excluding the **Report design tab** and **Custom columns tab**.

The Illustration summary panel displays any error and warning messages related to data inputted for the active scenario, and can scroll up or down independent of the main area of the input screens.

Errors must be corrected before the following selections are enabled:

- View report
- Print report
- View data
- Save case as default
- Add scenario

Report design tab

Report selections

Select **Complete client report**, **Individual reports**, or a previously saved report from the **Report selections** drop-down list.

Complete client report

When the complete client report is selected, the following reports are required and pre-selected automatically:

- Cover page
- Illustration summary
- Illustration details
- Premium deposit account (if PDA selected)
- Product details
- Applicant's statement

The following reports are not required but are also pre-selected automatically:

- Executive summary ▪ Product page

You can select other reports to be included in the output, including a custom report with **Custom columns**.

Individual reports

All reports are enabled and may be selected using any combination of reports to be printed or viewed, a custom report with custom columns.

Unless the cover page, illustration summary, illustration details, product details, and applicant's statement are selected, the report generated is not a client copy.

Build your own report selection default by selecting any combination of reports and save by selecting **Save selection as**.

Save selection as

Create a unique report selection to save as an option listed in the Report selections drop-down list.

Save any combination of selected reports, **Duration**, **Show column**, **Dividend scale examples to illustrate**, **Executive summary** duration and **Report language**.

Enter a name (up to 25 characters in length) in the text box to the right of *Save selection as* and select *Save selection as* to save.

The saved report is now listed in the **Report selections** drop-down list.

Delete selection

The *Delete selection* button beside the **Report selections** drop-down list allows you to delete your saved report selection. System default reports cannot be deleted.

Cover page image

Choose from a list of images to display on the cover page of the illustration. The default selection is no image.

Currently, there is a family image and a corporate image.

The **Cover page image** selected is saved with the report.

Cover page

This page can be produced individually.

When selected, choose up to three accompanying purpose statements.

Participating life insurance purpose statements, or reason for purchase, include:

- Estate planning
- Retirement income
- Debt protection
- Income replacement
- Tax-advantaged savings
- Tax strategies

The *Cover page* is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Illustration summary

This report can be produced individually.

It outlines the client details and each coverage selection made for the illustration in the active scenario.

The *Illustration summary* is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Executive summary

This report can be produced individually.

It provides a summary of the total cash value and total death benefit amounts for the current dividend scale, reduced example, and alternate example (when selected).

This high-level summary displays the values at six points in time (as selected on the **Report design** tab), including the last year. When certain features are selected, a chart illustrating the dividend scale impact on the selected features is shown.

The *Executive summary* is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Illustration details

This report can be produced individually.

It illustrates the policy values for the duration of the illustration for the active scenario.

The *Illustration details* report is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Premium pay vs. Premium offset

This report can be produced individually.

It illustrates the effect of using dividends to pay premiums. Three examples may be produced:

1. Primary example
2. Reduced example
3. Alternate example

Premium pay vs. Premium offset is not mandatory for presentation to clients, although it is very useful to show the effects of electing premium offset. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Adjusted cost basis/Net cost of pure insurance

This report can be produced individually.

It illustrates the adjusted cost basis, net cost of pure insurance, and taxable gain on full surrender (based on the **Marginal tax rate** from the **Client tab**). Three examples may be produced:

1. Primary example
2. Reduced example
3. Alternate example

Adjusted cost basis/Net cost of pure insurance is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Optional benefits and riders

This report can be produced individually.

It illustrates the premiums for each benefit and rider for the duration of the illustration for the active scenario.

The *Optional benefits and riders* report is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Internal rate of return

This report can be produced individually.

It illustrates the return upon surrender or on death of the insured compared to the return required on a non-registered investment. Three examples may be produced: 1. Primary example

2. Reduced example
3. Alternate example

The *Internal rate of return* report is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Premium deposit account

This report can be produced individually.

It illustrates the premium deposit account balance and the interest earned on the balance after the annual premium is paid.

The *Premium deposit account* report is mandatory for presentation to clients when premium deposit account has been illustrated. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Product details

This report can be produced individually.

It describes:

- Coverage information
- Product and policy features
- Taxation
- Optional benefits and riders selected

After checking *Product details*, the **Include company information** box and **Optional benefits and riders not selected** box are enabled.

When **Include company information** is selected, the corporate financial strength message is added to the illustration.

When any selections under **Optional benefits and riders not selected** are made, this section will be added to the *Product details* report and provides a brief description of benefits and riders not selected in the main illustration.

The *Product details* report is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Applicant's statement

This report can be produced individually.

It is a confirmation the client has reviewed the attached illustration.

The *Applicant's statement* is mandatory for presentation to clients. To produce an illustration for client presentation, change the report selection to **Complete client report** and the required reports are automatically selected.

Product page

This report can be produced individually.

It provides a summary of the clients and coverage selections made for the illustration for the active scenario.

The *Product page* is numbered separately from the rest of the illustration and can be attached to the paper life insurance application for product information rather than using the illustration. The reference number on the *Product page* matches the reference number for the illustration and must be included in the application.

Underwriting requirements

This report is only available as a stand-alone report and is for advisor use only.

It is a confirmation of the underwriting requirements needed based on the insured person's age and total life insurance coverage being applied for (including benefits and riders).

Advisor's compensation

This report is only available as a stand-alone report by clicking on the **Advisor only** button (as it is for advisor use only).

The information is based on the first year commission bonus rate input from the Advisor info window, and is not guaranteed.

Report language

The language selected for the illustration is the default for the print language. Selecting a **Report language** will only change the language for the reports, not the illustration input.

Duration

When **Print entire report** is selected, every year from issue to when the life insurance ceases, is printed.

When **Print the first** is selected, the reports will print the values for each and every year in the chosen timeframe (5, 10, 15 or 20 years). Based on the **Years thereafter** selection (Every 5th or Every 10th year), the reports will not print the years between, for the remaining duration. Important dates, such as renewal years, will print.

Show column

On a single-life illustration, choose to have the reports print with **Policy year** or **Age**, or combination of policy year and age (**Year/age**).

On a joint illustration, only **Policy year** only or policy year and individual ages (**Year/age**) are available.

Dividend scale examples to illustrate

Choose one of three options:

1. Primary only
2. Primary and reduced
3. Primary, reduced and alternate

The **Primary only** option prints the current dividend scale example.

The **Primary and reduced** option will include the primary dividend scale example and a reduced example, showing the effects of a reduction in the dividend scale interest rate. The reduction for the dividend scale interest rate may be selected from the drop-down list.

The **Primary, reduced and alternate** option will include the current dividend scale example, a reduced example, and an alternate example – which can either show the effects of an increase or

decrease to the dividend scale. The percentages for the **Reduced example** and **Alternate example** are selected from the drop-down lists.

Strategies

Exports all illustration data for the current scenario and opens the main Strategies page.

The main Strategies page opens in a new window and all illustration data for the current scenario is exported to be used in the selected strategy.

When there are errors on the Illustration summary panel, Strategies will not open.

Custom reports

A list of saved custom reports. To include the custom report in the illustration, select a report, click **Add**. Selecting **Remove** will remove the custom report from the illustration.

Selecting a custom report and clicking **Up** or **Down** will change the order of the custom reports in the illustration (before the *Product summary*).

Export data

All the illustration data for the current scenario is exported to Excel, for use in sales strategies and calculators.

When there are errors on the Illustration summary panel, the export will be cancelled.

Back to Illustration

Click on the **Back to illustration** button to return to the active scenario from the tabs in **Report Options**.

Custom columns tab

Select to see a list of available columns to create a custom report.

To add a column to a custom report, select the column name under **Available columns**, then select **Add**. The name now appears in the **Selected columns** box. Repeat to add other columns (up to a maximum of 12 including year/age).

To remove a column, select the column name in **Selected columns**, and then select **Remove**. Reorder selected columns using **Up** and **Down**. All custom column selections can be removed at once by selecting **Clear**.

To save the report, select **English Custom report title** and/or a **French Custom report title**, name the report and **Save**. The report name is then listed in **Available custom reports**. By entering the report title once, it's saved for English and French reports.

To delete a saved custom report, select the report name in **Available custom reports**, and then select **Delete**.

To edit a saved custom report, select the report name in **Available custom reports**. The **Custom columns** included in the custom report are listed in **Selected columns**. Columns can be added or removed.

The saved custom reports will be listed in **Available custom reports** on the **Report design tab**.

To include a custom report with the regular illustration, highlight the report, then select **Add**. To remove a custom report from the illustration, highlight the report in **Custom reports** to be included in the illustration, and then select **Remove**.

PAR Inforce Illustrations

Logging in

After clicking on the **Inforce** icon, a valid User ID and password must be inputted to validate the user's credentials. The ID and password will be the same one used to log in to Advisor Portal.

Note: session will time out after 4 hours. Also, any interruption in the connection will require that the login process be repeated.

Inputting policy number

To retrieve policy details, a client's policy number must be entered.

Note: the policy must be Inforce and placed on system to access any information. For pending policies not yet placed, contact the NBA handling the case.

Workflow

Clicking **New Inforce** in the **File menu**, or the **Inforce** icon, will open a new document (after successful login) with the policy number indicated on the tab label and policy information populated in the appropriate fields. All scenarios within the document will be for Inforce illustrations.

To retrieve details for another Inforce policy, click on the **Inforce** icon and the policy number pop-up will appear. Each Inforce policy will have its own document tab.

Clicking **New Sales** in the **File menu**, or the **Sales** icon, will automatically open a new document for sales illustration.

Making changes

Most of the fields are populated with information fed from the administrative system, and many of these will be disabled for modification. For policy changes related to fields that are disabled, please contact Client Service for assistance.

Note: any values displayed on-screen are based on the Primary example.

Any fields that allow inputs are for illustration purpose only. The values entered do not feed back to the administrative system, and any changes will require the appropriate process to be followed for implementation.

Coverage

The enhancement amount may be decreased, which will result in the **Total coverage amount** being re-calculated. Decreasing the enhancement amount will affect future values, and may potentially allow the policy to sustain Premium Vacation for a longer period of time.

Note: the enhancement amount does include any purchased paid-up additions.

Premium

When the **Additional deposit option** is scheduled, the ADO amount may be decreased, which will result in the **Total premium** being re-calculated. Decreasing the ADO amount will affect future values, and may potentially have a negative impact on Premium offset sustainability. The duration for the ADO may also be decreased.

Dividend options

Only policies with Cash, Paid-up additions, and ECO may be illustrated.

Premium offset

Premium Vacation may be added, or an existing Premium Vacation schedule may be modified by decreasing the **End year**, which will allow further schedules to be added.

Benefits and riders

Any existing benefits and riders on the policy will display, and their duration may be decreased. For example, a Term 10 rider may be illustrated to end at renewal, after which its premium will no longer be reflected in the future values.

Current policy details

Actual policy information is displayed on this tab, and does not update with any changes made on other tabs. This tab may be used as a point of reference, while making adjustments elsewhere.

Universal life insurance

Client tab

Add client

To open an additional **Client tab**, select **Add client**. The maximum number of client tabs is seven (two joint insured's and five owners).

Select a **Client tab** to switch between clients.

The name of the tab corresponds to the name entered for first and last names. When a name has not been entered for a client, default tab names are Client 1, Client 2, etc.

Delete client

To delete a **Client tab**, select **Delete client**. The active client tab will be deleted, including all client information.

Client type

There are two types of classification – **Individual** and **Corporate**.

A **Corporate** client can only be an owner, and there can only be one corporate owner.

An **Individual** can be an insured, an owner, or an owner and insured.

Note: When there are only **Individual** owners, the personal **Marginal tax rate** is used. When there is a **Corporate** owner, the corporate **Marginal tax rate** is used.

Client Role

There can be one insured or two joint insured's, and up to five owners.

Only an **Individual** client can be an insured.

An **Individual** client can be insured as a **Payor** (not available on joint life policies, only on single-life policies).

Title

This field is optional.

A title for the client can be selected from a pre-determined list or can be left blank.

Date of birth

When a **Date of birth** is entered, the **Age nearest** field is calculated. This field is not mandatory.

Age nearest

The issue age is based on the client's age at his or her nearest birthday.

This field can be entered manually, or it is calculated when a **Date of birth** is entered.

Smoking status

Select **Non-smoker** or **Smoker** from the drop-down list.

Province

Select a province or territory from the drop-down list.

The province selected for the owner is the province used for tax purposes.

The default is based on the selection from the Advisor info window.

Ratings

When a client has a medical rating (obtained from underwriting) select **Actual**, **Flat extra** or both.

When **Actual** is selected, a percentage from the drop-down list must be chosen. Available percentages range from 125 to 500, in increments of 25.

When **Flat extra** is selected, enter a dollar amount between 0.01 and 999.99, and the number of years the flat extra is applicable.

When **Declined** is selected, the only available policy is a joint last-to-die, premiums to last death. Only one insured can have a declined rating.

Note: Ratings received from underwriting are actual ratings, before ASTRA/rating reduction program is applied. The illustration automatically applies the corresponding rating reduction for premium calculations. When a policy is to be 100% reinsured, the rating reduction does not apply, so an illustration must be requested through the nearest regional office.

Marginal tax rate

The **Marginal tax rate** will default to the highest tax rate, including federal and provincial tax, based on the **Province** selected.

When ownership is **Individual**, enter a personal tax rate between zero and 100 per cent.

When the owner is a **Corporate** client, enter a corporate tax rate between zero and 100 per cent.

When there are multiple owners, all owners share the same **Marginal tax rate**.

Insurance-Payments tab

Insurance options

Selections which structure the way the protection and risk charges will function on the policy.

See the *Universal life product guide* for information and rules on availability.

Note: The Cost of insurance (COI) will default to Level, except in scenarios with a single insured aged 0-17, when Level is unavailable and the COI will default to Annually increasing to age 85.

Payment frequency

Annual or **Monthly** are available.

Note: there is no modal loading factor for monthly payments on Universal life policies; the annual and annualized payment is the monthly amount x 12.

Scheduled payments

The scheduled payments, up to the Maximum premium amount, are deposited to the investment component of the policy (less the premium tax).

There are two modes of manually inputting a payment stream for an illustration: **Specify level** or **Custom**. These selections are available in the **Solve for** dropdown list of the Payments section.

Specify level mode is intended for a single payment amount for a set period of time (the duration of the illustration, or until payments cease), which is accommodated by using the **Scheduled payment** and **Duration** fields in the Payments section.

Custom mode is for scenarios with a more complex, variable payment stream that features multiple payment amounts and payment periods. Click on the **Scheduled payments** button, and the payment amount can be entered for each policy year.

Enter a payment stream for the scenario, and if this is insufficient to cover the premium charges, a lapse message will display upon clicking:

- View report
- Print report
- View data
- Save case as default
- Add scenario

Additional initial payment

A lump-sum, first year deposit may be inputted to this field.

Solve functionality for Universal life insurance sales illustrations

Solves are an illustration tool to help determine an unknown value, using a goal to achieve the best results for the scenario and save the user time.

To select a goal for the unknown value which needs to be calculated, open the appropriate **Solve for** dropdown list (**Withdrawal type**, on the **Withdrawals tab**) and choose the selection that best suits the case.

Once the goal has been selected in the **Solve for** list, the software will be in pending solve status, and there will be a message displayed in the Illustration summary panel on the right of the screen. It is possible to switch goals within the same **Solve for** list, but other **Solve for** lists will be disabled while that solve is pending.

While there is a solve is pending, additional inputs may be entered on all of the tabs, however, the Premium guide will be unavailable while there is a pending solve.

Note: Cancel a pending solve anytime by choosing a Specify or Custom selection in that **Solve for** list.

To run a pending solve and calculate the values, click on the **Update summary** button above the Illustration summary panel. The solve may take a few moments to achieve the results.

After the solve is complete, the Solve for selection will return to a Specify or Custom selection automatically.

Solve for insurance amount

Note: The solve for insurance amount runs through the premium bands to achieve the best results for each goal:

Premium bands

Band 1 \$25,000 to \$99,999

Band 2 \$100,000 to \$249,999

Band 3 \$250,000 to \$499,999

Band 4 \$500,000 to \$999,999

Band 5 \$1,000,000 +

Goal: Keep inforce

Determines the maximum basic coverage amount, in order to minimize the account value, but avoid lapsing the policy.

When goal not achieved, try increasing the payment amount and/or payment period, decreasing or deleting optional coverages, increasing the rate of return on the interest options, decreasing or deleting withdrawals.

Goal: Total cash surrender value + side account

Determines the maximum basic coverage amount, while achieving the target amount of cash value in the specified policy year.

Note: When the **keep Inforce** checkbox is selected, the system will alter the solve parameters if achieving the target cash value amount would result in the policy lapsing.

When goal not achieved, try increasing the payment amount and/or payment period, decreasing or deleting optional coverages, increasing the rate of return on the interest options, decreasing or deleting withdrawals.

Goal: Optimize tax advantaged growth

Determines the minimum basic coverage amount, in order to maximize the account value, but avoid Side account activity.

When goal not achieved, try decreasing the payment amount and/or payment period, and activating the tax deferred adjustments.

Note: To cancel this solve, change the selection back to Specify. Another goal in the solve for insurance amount may be selected while this solve is pending. No coverage increases or decreases may be input to the Coverage changes tab while this solve is pending.

Solve for scheduled payment amount

Goal: Multiple of yearly minimum premium

Matches all the scheduled payment amounts to the minimum premium for each policy year, multiplied by the factor inputted (i.e. x 2). Useful when minimum funding a policy with variable premium charges over the duration of the illustration.

Note: The scheduled payment amount will not be adjusted automatically, once the policy is placed.

Goal: Level (keep Inforce)

Determines the minimum level payment amount, for the specified payment period, to avoid lapsing the policy.

When goal not achieved, try decreasing the insurance amount, increasing the payment period, increasing the rate of return on the interest option(s), decreasing and/or deleting any optional coverages, decreasing or deleting withdrawals.

Goal: Maximum level

Determines the maximum level payment amount, for the specified payment period, while avoiding any Side account activity.

When goal not achieved, try increasing the insurance amount, decreasing the payment period, and activating the tax deferred adjustments.

Goal: Maximum variable

Matches all the scheduled payment amounts to the annually maximum premium.

Goal: Level (total cash surrender value + side account)

Determines the minimum level payment amount, for the specified payment period, in order to achieve the target cash value amount in the policy year inputted.

Note: When the **keep Inforce** checkbox is selected, the system will alter the solve parameters if achieving the target cash value amount would result in the policy lapsing.

When goal not achieved, try increasing the payment period, decreasing or deleting withdrawal(s) if they are scheduled to occur prior to the target date.

Note: To cancel this solve, change the selection back to Specify level or Custom. Another selection in the payment solve list may be selected while this solve is pending.

Solve for scheduled payment duration

Goal: Keep Inforce

Determines the minimum number of payments required to keep the policy Inforce, using the scheduled payment amount(s).

When goal not achieved, try decreasing the insurance amount, increasing the payment amount(s), increasing the rate of return on the interest option(s), decreasing and/or deleting optional coverages, decreasing or deleting withdrawals.

Goal: Total cash surrender value + side account

Determines the minimum number of payments required to achieve the target cash value in the specified policy year, using the scheduled payment amount(s).

Note: When the **and keep Inforce** checkbox is selected, the system will alter the solve parameters if achieving the target cash value amount would result in the policy lapsing.

When goal not achieved, try decreasing the insurance amount, increasing the payment amount(s), increasing the rate of return on the interest option(s), decreasing or deleting withdrawals.

Goal: Optimize tax advantaged growth

Determines the maximum number of payments available, while avoiding Side account activity, using the scheduled payment amount(s).

When goal not achieved, try increasing the insurance amount, decreasing the payment amount(s), activating the tax deferred adjustments, decrease the rate of return on the interest option(s).

Note: To cancel this solve, change the selection back to Specify level or Custom. Another selection in the payment solve list may be selected while this solve is pending.

Solve for additional initial payment amount

Goal: Keep Inforce

Determines the minimum additional payment amount required, if any, to avoid lapsing the policy.

When goal not achieved, try decreasing the insurance amount, increasing the payment amount(s) and/or payment period, increasing the rate of return on the interest option(s), decreasing and/or deleting any optional coverages, decreasing or deleting withdrawals.

Goal: Total cash surrender value + side account

Determines the minimum additional payment amount required to achieve the target cash value in the policy year specified.

When the Keep Inforce checkbox is selected, the system will alter the solve parameters if achieving the target cash value amount would result in the policy lapsing.

When goal not achieved, try decreasing the insurance amount, increasing the payment amount(s) and/or payment period, increasing the rate of return on the interest option(s), decreasing and/or deleting any optional coverages, decreasing or deleting any withdrawals.

Note: To cancel this solve, change the selection back to Specify level or Custom. Another selection in the payment solve list may be selected while this solve is pending.

Value maximizer

Tax management features may be set here.

See the *Universal life insurance product guide* for more information.

Note: The options with Optimal decreases are only available with Annually increasing cost of insurance.

Interest options tab

Interest option links

Clicking on the interest option links allows for navigation to the *Risk profile questionnaire* (Excel required), and web pages in *Portal* (internet connection required) with further information on the interest options available – such as the current GIO crediting rates, historical variable interest option returns net of fees, and the interest option detail pages.

Completing the *Risk profile questionnaire* to assess the client's risk profile is considered good practice, with respect to knowing your client.

These tools will help ensure the appropriate investment component structure is prepared for the client.

System defaults button

Resets any inputs to the system default interest options and rates.

Interest options

Choose the interest option(s) and the rates of interest that will be used in calculating the account value.

Making changes to the interest options

Changing the category will delete the corresponding interest option.

The system will not evaluate the inputs to the interest options section until all fields have been completed (a message will display in the summary panel).

Adding interest options

Click the **Add row button** to add an interest option. The new row will have all its fields blank: the category must be selected first, then the interest option and its allocation and interest rate. A maximum of 10 interest options are available.

Removing interest options

Click on any field in the row of the interest option to be deleted. Click the **Delete row** button to remove the selected interest option.

Allocation

The percentage of the payment that is deposited to each interest option.

- Minimum allocation is 5%.
- Total allocation must equal 100%.

Initial return

The rate used to calculate the monthly interest accumulating on each interest option. Interest options have their rates capped by a minimum and maximum percentage, for illustration purposes.

Afterwards

The value inputted to the Years column represents the duration which the "Initial return" rate will be used to calculate the interest, and when this is less than the maximum, the "Afterwards" rate is used until the end of the illustration.

Transfer all interest options

Typically used to illustrate a scenario where the client will be securing a collateral loan with the policy's account value, this feature initiates a transfer of all account value in the policy from every interest option – and all future payments – into a Guaranteed interest option.

Side account

To preserve their tax-exempt status, Universal life policies are designed to transfer amounts from payments and the account value into a Side account.

See the *Universal life insurance product guide* for more information.

Coverage changes tab

Decrease initial coverage amount

Reduction to the original face amount must be at least \$10,000. Minimum face amounts apply:

- \$25,000 single life
- \$50,000 joint life

Note: Coverage reductions are only available with Annually increasing cost of insurance, and are not available until year 8 or later.

Additional coverages

A one-time increase to the basic coverage amount will be inputted separately on individual tabs.

Coverage increases are available after policy year 1, up to the insured's attained age that is equivalent to the maximum issue age/equivalent single age for each cost of insurance option.

Minimum increase: \$25,000.

Increases are limited to: Basic coverage amount of \$10 million.

Each coverage increase may be later reduced, when the cost of insurance option is Annually increasing. The decrease amount must be at least \$10,000 and may be equal to the amount of the increase.

Decreases are not available until at least 7 years after the coverage increase.

Switch cost of insurance

Annually increasing cost of insurance may be switched to Level or a Limited pay option, provided the death benefit option is Coverage plus and not Level.

Level cost of insurance may be switched to a Limited pay option.

The time of the switch is restricted by the minimum and maximum ages for the cost of insurance option coming into effect.

Switch death benefit

A switch to Level death benefit is only available when Annually increasing is the cost of insurance.

Minimum switch age is 18.

Maximum switch to Coverage plus death benefit is age 80.

Maximum switch to Level death benefit is age 85.

Switch to joint last-to-die

Available from year 6 until attained equivalent single age (ESA) 82.

Not available with Limited pay cost of insurance, or if an insured has a flat extra rating.

The joint last-to-die ESA is calculated using the original single ages from at issue.

Withdrawals tab

Withdrawals

Withdrawals may be possible from policies which have adequate funding to build up account value.

Note: Withdrawals amounts are before tax by default, until the **After tax** checkbox has been selected.

Withdrawal type: Specify

Click on the Schedule button to open the pop-up window, then select the cell in the Withdrawal amount column for the applicable policy year and enter the amount (minimum is \$500). Use the Fill button to populate multiple cells with the same withdrawal amount.

Withdrawal type: Maximum level (Solve for withdrawal amount)

Goal: Keep Inforce

Determines the maximum level withdrawal amount available, for the specified withdrawal period, while keeping the policy from lapsing.

When goal not achieved, try decreasing the insurance amount, increasing the payment amount(s) and/or payment period, increasing the rate of return on the interest option(s), decreasing and/or deleting any optional coverages, decreasing the withdrawal period.

Goal: Total cash surrender value + side account

Determines the maximum level withdrawal amount available, for the specified withdrawal period, to achieve the target cash value.

When goal not achieved, try decreasing the insurance amount, increasing the payment amount(s) and/or payment period, increasing the rate of return on the interest option(s), decreasing and/or deleting any optional coverages, decreasing the withdrawal period.

Note: To cancel this solve, change the selection back to **Specify**. Another withdrawal solve may be selected while this solve is pending.

Withdrawal type: Maximum period (Solve for withdrawal period)

Goal: Keep Inforce

Determines maximum number of withdrawals available, using the inputted withdrawal amount(s), while keeping the policy from lapsing.

When goal not achieved, try decreasing the insurance amount, increasing the payment amount(s) and/or payment period, increasing the rate of return on the interest option(s), decreasing and/or deleting any optional coverages, decreasing the withdrawal amount(s).

Goal: Total cash surrender value + side account

Determines the maximum number of withdrawals available, using the inputted withdrawal amount(s), in order to achieve the target cash value in the specified policy year.

When goal not achieved, try decreasing the insurance amount, increasing the payment amount(s) and/or payment period, increasing the rate of return on the interest option(s), decreasing and/or deleting any optional coverages, decreasing the withdrawal amount(s).

Note: To cancel this solve, change the selection back to **Specify**. Another withdrawal solve may be selected while this solve is pending.

Illustration summary panel

Illustration summary

The Illustration summary panel displays what has been inputted for the active scenario:

- Client(s)
- Insurance
- Payments
- Value maximize
- Interest options
- Benefits and riders
- Coverage changes
- Withdrawals

For joint life illustrations, the client information of the joint insured's is blended to calculate an Equivalent single age (ESA).

The Illustration summary panel is found on every input tab, excluding the **Report design tab** and **Custom columns tab**.

The Illustration summary panel displays any error and warning messages related to data inputted for the active scenario, and can scroll up or down independent of the main area of the input screens.

Errors must be corrected before the following selections are enabled:

- View report
- Print report
- View data
- Save case as default
- Add scenario

Report design tab

Report selections

Select **Complete client report**, **Individual reports**, or a previously saved report from the **Report selections** drop-down list.

Complete client report

When the *Complete client report* is selected, the following reports are required:

- Cover page
- Illustration assumptions
- Executive summary
- Policy illustration
- Product summary ▪ Signature page

These required reports are pre-selected automatically and cannot be de-selected, unless the **Individual reports** option is selected.

The following reports are not required but are also pre-selected automatically: ▪
Product page

You can select other reports to be included in the output, including a custom report created in the **Custom columns tab**.

Individual reports

All reports are enabled and may be selected using any combination of reports to be printed or viewed, a custom report in the **Custom columns tab**.

Unless the *Cover page*, *Illustration assumptions*, *Executive summary*, *Policy illustration*, *Product summary*, and *Signature page* are selected, the report generated is not a client copy.

Build your own report selection default by selecting any combination of reports and save by selecting **Save selection as**.

Save selection as

Create a unique report selection to save as an option listed in the **Report selections** drop-down list.

Save any combination of selected reports, **Duration**, **Show column**, **Examples to illustrate**, Executive summary **Policy years to display**, and **Report language**.

A name, up to 25 characters in length, must be entered in the text box to the right of the **Save selection as** button.

The saved report is now listed in the **Report selections** drop-down list.

Delete selection

The **Delete selection** button beside the **Report selections** drop-down list allows you to delete your saved report selection. System default reports cannot be deleted.

Cover page image

Choose from a list of images to display on the cover page of the illustration. The default selection is no image.

Currently, there is a family image and a corporate image.

The **Cover page image** selected is saved with the report.

Cover page

This report can be produced individually.

When selected, choose up to three accompanying purpose statements.

Universal life insurance purpose statements, or reason for purchase, include: ▪

- Estate planning
- Retirement income
- Debt protection
- Income replacement
- Tax-advantaged savings
- Tax strategies

The *Cover page* is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Illustration assumptions

This report can be produced individually.

It outlines the client details and each coverage selection made for the illustration in the active scenario.

The *Illustration assumptions* report is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Executive summary

This report can be produced individually.

It provides a summary of the total cash value and total death benefit amounts for the primary and reduced examples.

This high-level summary displays the values at six points in time (as selected on the **Report design tab**), including the last year.

The *Executive summary* is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Policy illustration

This report can be produced individually.

It illustrates the policy values for the duration of the illustration for the active scenario.

The *Policy illustration* report is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Premium tax and monthly deductions analysis

This report can be produced individually.

It illustrates the annual costs of maintaining the policy. Two examples can be produced: primary and reduced.

Premium tax and monthly deductions analysis is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Optional benefits and riders

This report can be produced individually.

It illustrates the premiums for each benefit and rider for the duration of the illustration for the active scenario.

The *Optional benefits and riders* report is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Interest analysis

This report can be produced individually.

It illustrates the interest that can be credited to the policy, using the interest rate assumptions selected. Two examples can be produced: primary and reduced.

The *Interest analysis* report is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Tax-exempt test analysis

This report can be produced individually.

It illustrates the effect of the tax-exempt test and selected tax management features on the policy. Two examples can be produced: primary and reduced.

The *Tax-exempt test analysis* report is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Side account analysis

This report can be produced individually.

It illustrates side account activity using the interest rate assumption selected. Two examples can be produced: primary and reduced.

The *Side account analysis* report is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Taxation of withdrawals

This report can be produced individually.

It illustrates the potential tax consequences of withdrawals on the policy's total account value. Two examples can be produced: primary and reduced.

The *Taxation of withdrawals* report is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

After-tax internal rate of return analysis

This report can be produced individually.

It illustrates the components used in calculating the after-tax internal rate of return, if the policy is surrendered or on the death of the primary insured. The cash flow calculation includes all out of pocket payments, regardless of whether a portion goes to the Side account and is transferred into the policy later, and withdrawals as well. Two examples can be produced: primary and reduced. The *After-tax internal rate of return analysis* report is not mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Product summary

This report can be produced individually.

It describes:

- Coverage information
- Product and policy features
- Taxation
- Optional benefits and riders selected

After checking *Product summary*, **Include company information** is enabled.

When **Include company information** is selected, the corporate financial strength message is added to the illustration.

The *Product summary* report is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Signature page

This report can be produced individually.

It is a confirmation the client has reviewed the attached illustration.

The *Signature page* is mandatory for presentation to clients when submitting an application. To produce an illustration for client presentation, change the report selection to **Complete client report** and the required reports are automatically selected.

Product page

This report can be produced individually.

It provides a summary of the clients and coverage selections made for the illustration for the active scenario.

The *Product page* is numbered separately from the rest of the illustration and can be attached to the paper life insurance application for product information rather than using the illustration. The reference number on the *Product page* matches the reference number for the illustration and must be included in the application.

Underwriting requirements

This report is only available as a stand-alone report and is for advisor use only.

It is a confirmation of the underwriting requirements needed based on the insured person's age and total life insurance coverage being applied for.

Advisor's compensation

This report is only available as a stand-alone report by clicking on the **Advisor only** button (as it is for advisor use only).

The information is based on the first year commission bonus rate input from the Advisor info window, and is not guaranteed.

Report language

The language selected for the illustration is the default for the print language. Selecting a **Report language** will only change the language for the reports, not the illustration input.

Duration

When **Print entire report** is selected, every year from issue to when the life insurance ceases, is printed.

When **Print the first** is selected, the reports will print the values for each and every year in the chosen timeframe (5, 10, 15 or 20 years). Based on the **Years thereafter** selection (Every 5th or Every 10th year), the reports will not print the years between, for the remaining duration. Important dates, such as renewal years, will print.

Show column

On a single-life illustration, choose to have the reports print with **Policy year** or **Age**, or combination of policy year and age (**Year/age**).

On a joint illustration, only **Policy year** only or policy year and individual ages (**Year/age**) are available.

Rate of return examples to illustrate

Choose one of two options:

1. Primary only
2. Primary and reduced

The **Primary only** option prints an example using the inputted rates of return.

The **Primary and reduced** option will include the selected rate of return example and a reduced example, showing the effects of reducing the illustrated rate of return by 50%.

Strategies

Exports all illustration data for the current scenario and opens the main Strategies page.

The main Strategies page opens in a new window and all illustration data for the current scenario is exported to be used in the selected strategy.

When there are errors on the Illustration summary panel, Strategies will not open.

Custom reports

A list of saved custom reports. To include the custom report in the illustration, select a report, click **Add**. Selecting **Remove** will remove the custom report from the illustration.

Selecting a custom report and clicking **Up** or **Down** will change the order of the custom reports in the illustration (before the *Product summary*).

Export data

All the illustration data for the current scenario is exported to Excel, for use in sales strategies and calculators.

When there are errors on the Illustration summary panel, the export will be cancelled.

Back to Illustration

Click on the **Back to illustration** button to return to the active scenario from the tabs in **Report Options**.

Custom columns tab

Select to see a list of available columns to create a custom report.

To add a column to a custom report, select the column name under **Available columns**, then select **Add**. The name now appears in the **Selected columns** box. Repeat to add other columns (up to a maximum of 12 including year/age).

To remove a column, select the column name in **Selected columns**, and then select **Remove**. Reorder selected columns using **Up** and **Down**. All custom column selections can be removed at once by selecting **Clear**.

To save the report, select **English, Custom report title** and/or a **French Custom report title**, name the report and **Save**. The report name is then listed in **Available custom reports**. By entering the report title once, it's saved for English and French reports.

To delete a saved custom report, select the report name in **Available custom reports**, and then select **Delete**.

To edit a saved custom report, select the report name in **Available custom reports**. The custom columns included in the custom report are listed in **Selected columns**. Columns can be added or removed.

The saved custom reports will be listed in **Available custom reports** on the report design tab.

To include a custom report with the regular illustration, highlight the report, then select **Add**. To remove a custom report from the illustration, highlight the report in **Custom reports** to be included in the illustration, and then select **Remove**.

Critical illness insurance

Client tab

Add client

To open an additional **Client tab**, select **Add client**. The maximum number of client tabs is two (one insured and one owner).

Select a **Client tab** to switch between clients.

The name of the tab corresponds to the name entered for first and last names. When a name has not been entered, default tab names are Client 1, Client 2, etc.

Delete client

To delete a **Client tab**, select **Delete client**. The active client tab will be deleted, including all client information.

Client type

There are two types of classification – **Individual** and **Corporate**.

A **Corporate** client can only be an owner, and there can only be one corporate owner.

An **Individual** can be an insured, owner, or owner and insured.

Client Role

There can only be one insured and one owner.

Only an **Individual** client can be an insured.

Title

This field is optional.

A title for the client can be selected from a pre-determined list or can be left blank

Gender

Select **Male** or **Female** from the dropdown list.

Date of birth

When a **Date of birth** is entered, the **Age nearest** field is calculated. This field is not mandatory except when the age of 0 is entered on the Child LifeAdvance plan.

Age nearest

The issue age is based on the client's age at his or her nearest birthday.

This field can be entered manually, or it is calculated if a **Date of birth** is entered.

Smoking status

Select **Non-smoker** or **Smoker** from the dropdown list.

Ratings

When a client has a medical rating (obtained from underwriting) select **Actual**.

When **Actual** is selected, a percentage from the dropdown list may be chosen.

Coverage tab

Premium frequency

Monthly and **Annual** premium frequencies are available through regular illustrations.

The **Monthly** premium is determined by taking the annual premium and multiplying it by the modal loading factor (0.09, which is an 8% nominal rate). As a result, paying premiums monthly results in a higher annualized premium.

When **Monthly** is selected for **Premium frequency**, the illustration shows either monthly or annualized premium. The **Annualized** premium is the monthly premium times 12.

Base policy

Enter a base policy benefit amount and then the premium is calculated.

Tip: When the basic coverage amount is close to the next premium band, it's beneficial to check the cost of insurance for the basic coverage at the next premium band.

Premium bands (Adult)

Band 1 \$10,000 to \$99,999

Band 2 \$100,000 to \$249,999

Band 3 \$250,000 to \$499,999

Band 4 \$500,000 to \$999,999

Band 5 \$1,000,000 +

Premium bands (Child)

Band 1 \$10,000 to \$99,999

Band 2 \$100,000 to \$249,999

Band 3 \$250,000

Premium reduction

When a client applies for a premium reduction program, select **Head office approved premium reduction**.

When Premium reduction is selected, percentage amount and Program name must be entered in the textbox.

Illustration summary panel

Illustration summary

The Illustration summary panel displays what has been inputted for the current scenario:

- Client(s)
- Coverage
- Total premium
- Benefits and riders

The Illustration summary panel is found on every input tab, excluding the **Report design tab**.

The Illustration summary panel displays error and warning messages related to the active scenario and can scroll up or down independent of the main area of the input screens.

Errors must be corrected before the following selections are enabled:

- View report
- Print report
- Save case as default
- Add scenario

Report design tab

Report selections

Select **Complete client report**, **Individual reports**, or a previously saved report from the **Report selections** dropdown list.

Complete client report

When the **Complete client report** is selected, the following reports are required and pre-selected automatically:

- Cover page
- Illustration summary
- Product details
- Critical illness and illness assist insured conditions
- Product page

The following reports is not required and only included when report is selected:

- Critical illness cost compare

Individual reports

All reports are enabled and can be selected using any combination of reports to be printed or viewed.

Unless the *Cover page*, *Illustration summary*, *Product details*, *Critical illness and illness assist insured conditions*, and *Product page* are selected, the report generated is not a client copy.

Build your own report selection default by selecting any combination of reports and save by selecting **Save selection as**.

Save selection as...

Create a unique report to save as an option listed in the **Report selections** dropdown list.

Save any combination of selected reports, **Show column** and **Report language**.

A name, up to 25 characters in length, must be entered in the text box to the right of the **Save selection as** button.

The saved report is now listed in the **Report selections** dropdown list.

Delete selection

Clicking the **Delete selection** button beside the **Report selections** dropdown list will delete the saved report. System default reports cannot be deleted.

Cover page

This page can be produced individually.

The *Cover page* is mandatory for presentation to clients. To produce an illustration for clients, change the **Report selection** to **Complete client report** and the required reports are automatically selected.

Illustration summary

This report can be produced individually.

This report has the information necessary to recreate the illustration (i.e. it includes all variables in the active scenario).

The *Illustration summary* is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Product details

This report can be produced individually.

This report describes:

- Built-in features
- Optional benefits and riders selected
- Optional benefits and riders available but not selected

When at least one benefit or rider is selected, the **Optional benefits and riders selected** section will be added to the **Product details** report. It provides a detailed description of the benefit/s and rider/s selected in the main illustration.

When at least one benefit or rider is available and not selected, the **Optional benefits and riders available but not selected** section will be added to the **Product details** report. It provides a list of the benefit/s and rider/s available but not selected in the main illustration.

The *Product details* report is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Critical illness and illness assist insured conditions

This report can be produced individually.

This report provides information on critical illness insured conditions and illness assist insured conditions, as well as exclusions.

The *Critical illness and illness assist insured conditions* report is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Cost compare

This report can be produced individually.

The *Critical illness cost compare* report provides a comparison of the total premium paid between the various LifeAdvance plans available.

Product page

This report can be produced individually.

It provides a summary of the clients and coverage selections made for the illustration in the active scenario.

The *Product page* is numbered separately from the rest of the illustration and can be attached to the paper critical illness insurance application for product information rather than using the illustration. The reference number on the Product page matches the reference number for the illustration and must be included in the application.

Insurance advisor summary

This report is only available as a stand-alone report and is for insurance advisor use only.

This report has the information necessary to recreate the illustration (i.e. it includes all variables in the active scenario).

It is a confirmation of the underwriting requirements needed based on the insured person's age and total critical illness insurance coverage being applied for.

Report language

The language selected for the illustration is the default for the print language. Selecting a **Report language** will only change the language for the reports, not the illustration input.

Show column

Choose to have the reports print with **Policy year** or **Age**, or combination of policy year and age (**Year/age**).

Strategies

Exports all illustration data for the current scenario and opens the main Strategies page.

The main Strategies page opens in a new window and all illustration data for the current scenario is exported to be used in the selected strategy.

Export data

All the illustration data for the current scenario is exported to Excel, for use in sales strategies and calculators.

Back to Illustration

Click on the **Back to illustration** button to return to the active scenario from the tabs in **Report Options**.

Disability insurance

Client tab

Add client

To open an additional **Client tab**, de-select Owner or Insured and select **Add client**. The maximum number of client tabs is two (one insured and one owner).

Select a **Client tab** to switch between clients.

The name of the tab corresponds to the name entered for first and last names. When a name has not been entered for a client, default tab names are Client 1, Client 2, etc.

Delete client

To delete a **Client tab**, select **Delete client** (only available when there are two clients). The active client tab will be deleted, including all client information.

Client type

There are two types of classification – **Individual** and **Corporate**.

A **Corporate** client can only be an owner, and there can only be one corporate owner.

An **Individual** can be an insured, owner, or owner and insured.

Client Role

There can only be one insured and one owner.

Only an **Individual** client can be an insured.

Title

This field is optional.

A title for the client can be selected from a pre-determined list or can be left blank

Gender

Select **Male** or **Female** from the dropdown list.

Date of birth

When a **Date of birth** is entered, the **Age nearest** field is calculated. This field is not mandatory.

Age nearest

The issue age is based on the client's age at his or her nearest birthday.

This field can be entered manually, or it is calculated if a **Date of birth** is entered.

Smoking status

Select **Non-smoker** or **Smoker** from the dropdown list.

Ratings

When a client has a medical rating (obtained from underwriting) select **Actual**.

When **Actual** is selected, a percentage from the dropdown list may be chosen. Available percentages range from 100 to 300 for Lifestyle protection and Overhead expense plans, and 100 to 400 for Independence and Buy / Sell plans

Occupational class

Select the appropriate **Occupation class** from the dropdown list. Occupation classes available are: 4A, 3A, 2A, A & B for Lifestyle protection plan and Overhead expense plan; 4A, 3A & 2A for Buy/Sell plan; and All classes for Independence plan.

Occupation class guide

Click on the **Occupation class guide** button to launch the **Occupation class guide window**. The window contains the complete list of occupations and its' corresponding occupation class.

Quality risk upgrader

Click on the **Quality risk upgrader** button to launch the **Quality risk upgrader wizard window**. The window contains questions which help determine whether the proposed insured may be eligible for an upgrade to a higher occupational class. Occupation class upgrades are only valid for classes A, 2A or 3A.

Graduate

Select the **Graduate** checkbox to remove the 2.5 times basic monthly benefit calculation on the Future insurability option.

Only available on the Lifestyle protection plan with occupational class 3A selected.

3A Dentist

Select the **3A Dentist** checkbox to increase the maximum monthly disability limit to that of a 4A.

Only available on the Overhead expense plan with occupational class 3A selected.

Coverage tab

Earned Income

Enter the amount of **Earned income** to include in the illustration.

Select the frequency associated with the amount entered from the dropdown list.

Taxable benefit

Select to include **Taxable benefit** in the illustration

Employment insurance

Select to include **Employment insurance** in the Illustration

Self-employed (20% enhancement)

Select to include this enhancement in the illustration.

The **Self-employed enhancement** allows insureds who are self-employed to increase their maximum monthly income benefit by adding 20% to their annual income (to a maximum of \$40,000).

Select maximum benefit amount

Click **Select maximum benefit amount** to display the maximum benefit amount available based on user input.

Base coverage

Enter the amount of **Base coverage** to include in the illustration, for the monthly benefit amount.

Waiting period

Select **Waiting period** from the dropdown list.

Available waiting periods range from 30 to 730 days for Lifestyle protection plan, 30 to 90 days for Overhead expense plan, 14 to 120 days for Independence plan, and 365 & 730 days for Buy / Sell Plan.

Benefit period

Select **Benefit period** from the dropdown list.

Available benefit period options are 24 to 120 mos. & To age 65 for Lifestyle protection plan, 12 & 24 mos. for Overhead expense plan, 1 to 5 years & To age 65 for Independence plan and Lump sum for Buy/Sell Plan.

Premium frequency

Monthly and **Annual** premium frequencies are available through regular illustrations.

The **Monthly** premium is determined by taking the annual premium and multiplying it by the modal loading factor (0.09, which is an 8% nominal rate).

Graded Premium

Select to calculate and display **Graded premiums** in the Illustration.

Selecting this option allows the user to illustrate a lower rate for the first five years and then a higher premium thereafter.

Waive policy fee

Select **Waive policy fee** to illustrate with the policy fee removed.

Step benefit

Select to include a **Step benefit** in the illustration. Select **increase** or **decrease** in the dropdown list and enter new benefit amount.

Selecting this option allows user to illustrate an increased or decreased coverage after the initial amount and benefit period has been completed.

Premium reduction tab

Head office approved premium reduction

Select **Head office approved premium reduction** to include the premium reduction in the illustration.

Enter the percentage amount and Program name in the **%** and **Program** fields respectively. If you are illustrating more than one premium reduction program, add the percentages together and type the names, or short forms, of all the programs.

Premier value premium reduction

Select to include **Premier value premium reduction** in the illustration. A 10 % or 15% premium reduction is illustrated depending on the plan, occupation class and premium frequency selected.

Upgrader plus premium reduction

Select to include **Upgrader plus premium reduction** in the illustration. A 5% premium reduction is illustrated.

Group complements premium reduction

Select to include **Group complements premium reduction** in the illustration. A 10% premium reduction is illustrated.

Enter the name of employer or association providing mandatory coverage in the **Employer/Association** field.

Illustration summary panel

Illustration summary

The Illustration summary panel displays what has been inputted for the current scenario:

- Client(s)
- Coverage
- Total premium
- Benefits and riders
- Premium reduction

The Illustration summary panel is found on every input tab, excluding the **Report design tab**.

The Illustration summary panel displays any error and warning messages related to data inputted for the active scenario, and can scroll up or down independent of the main area of the input screens.

Errors must be corrected before the following selections are enabled:

- View report
- Print report
- Save case as default
- Add scenario

Report design tab

Report selections

Select **Complete client report**, **Individual reports**, or a previously saved report from the **Report selections** dropdown list.

Complete client report

When the **Complete client report** is selected, the following reports are required and pre-selected automatically:

- Cover page
- Illustration summary
- Product details

The following reports are not required but are available to be selected if the corresponding rider is selected:

- Return of premium (50%) – Prepay concept
- Cost of living increases scenario

The following report is not required but always available to be selected:

- Insurance advisor's summary

Individual reports

Unless the Cover page, Illustration summary, Product details, are selected, the report generated is not a client copy.

Build your own report selection default by selecting any combination of reports and save by selecting **Save selection as**.

Save selection as

Create a unique report to save as an option listed in the **Report selections** dropdown list.

Save any combination of selected reports, **Show column** and **Report language**.

A name, up to 25 characters in length, must be entered in the text box to the right of the **Save selection as** button.

The saved report is now listed in the **Report selections** dropdown list.

Delete selection

Clicking the **Delete selection** button beside the **Report selections** dropdown list will delete the saved report. System default reports cannot be deleted.

Cover page

This page can be produced individually.

The Cover page is mandatory for presentation to clients. To produce an illustration for clients, change the **Report selection** to **Complete client report** and the required reports are automatically selected.

Illustration summary

This report can be produced individually.

This report has the information necessary to recreate the illustration (i.e. it includes all variables in the active scenario).

The Illustration summary is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Product details

This report can be produced individually.

This report describes:

- Basic policy features
- Optional benefits and riders selected
- Optional benefits and riders available but not selected

When at least one benefit or rider is selected, the **Optional benefits and riders selected** section will be added to the **Product details** report and provides a detailed description of the benefit/s and rider/s selected in the main illustration.

When at least one benefit or rider is available and not selected, the **Optional benefits and riders available but not selected** section will be added to the **Product details** report and provides a list of the benefit/s and rider/s available but not selected in the main illustration.

The Product details report is mandatory for presentation to clients. To produce an illustration for clients, change the report selection to **Complete client report** and the required reports are automatically selected.

Return of premium (50%) rider – Prepay concept

This report can be produced individually and is available to be selected when the Return of premium rider is selected.

If the return of premium benefit becomes payable it may be used to pay future premiums. This report illustrates the expected premium payments and the future return of premium benefits using an assumed interest rate.

Cost of living increases scenario

This report can be produced individually and is available to be selected when the Cost of living rider is selected.

This report illustrates the advantage of having the cost of living rider.

Product page

This report can be produced individually.

It provides a summary of the clients and coverage selections made for the illustration in the active scenario.

The Product page is numbered separately from the rest of the illustration and can be attached to the paper critical illness insurance application for product information rather than using the illustration. The reference number on the Product page matches the reference number for the illustration and must be included in the application.

Insurance advisor's report

This report is only available as a stand-alone report and is for insurance advisor use only.

It provides several details of the selections made and is a confirmation of the underwriting requirements needed based on the insured person's age and total critical illness insurance coverage being applied for.

Report language

The language selected for the illustration is the default for the print language. Selecting a **Report language** will only change the language for the reports, not the illustration input.

Show column

Choose to have the reports print with **Policy year** or **Age**, or combination of policy year and age (**Year/age**).

Strategies

Exports all illustration data for the current scenario and opens the main Strategies page.

The main Strategies page opens in a new window and all illustration data for the current scenario is exported to be used in the selected strategy.

Export data

All the illustration data for the current scenario is exported to Excel, for use in sales strategies and calculators.

Back to Illustration

Click on the **Back to illustration** button to return to the active scenario from the tabs in **Report Options**.