

# BULLETIN

A Communication from  
the Life Insurance Division



**PACIFIC LIFE**

Pacific Life Insurance Company

**DATE:** May 17, 2024

**TO:** Broker General Agencies, Life Insurance Producers, Management, Office  
Administrators, and Technical Staff

**SUBJECT:** New Non-NAIC Replacement Processing Changes

Category	
<input checked="" type="checkbox"/>	Administration
<input type="checkbox"/>	Compliance
<input type="checkbox"/>	Marketing
<input type="checkbox"/>	Product
<input type="checkbox"/>	Underwriting
<input type="checkbox"/>	Miscellaneous

## PL Promise Life Insurance Processing Reminders and Updates

### Original Signatures Required on New Business and Client Service Forms

As a friendly reminder, all signatures must be wet or adhered via an approved e-signature process (DocuSign) on all life insurance new business and client service forms. DocuSigned documents must be accompanied by a Certificate of Completion. An envelope ID will be included on the Certificate of Completion and the ID number must match all DocuSign documents. These guidelines ensure that controls are in place to verify signatures and legally bind Pacific Life as insurer.

If signatures are received in any other capacity, the request will be denied. Strict compliance guidelines have been put in place and we are not able to make any special accommodations or exceptions.

### New Replacement Processes

Effective May 20, 2024 for all PL Promise life insurance business involving replacements, Pacific Life will align processes for all states by requiring the following:

- **State specific replacement form**
- **The state specific replacement form signed-on date must be on or prior to the life insurance application signed-on date.**
- **When the insurer name is required it must be clearly stated on the form.**

### When Using the Replacement Form:

When the Replacement Form is used, the signed date must be dated the same as or prior to the life insurance application signed date.

- If the Replacement Form is dated after the life insurance application signed date:
  - A new Replacement Form will be required prior to policy issue.
  - Pacific Life will send a Replacement Follow Up asking for a properly signed and dated form as well as set a close date for five business days from the date the form was received.
- After **five business days (see state exceptions below)** if we still do not have a properly completed in good order (IGO) form, Pacific Life's replacement team will review and close the file as Cancel Incomplete – not in good order (NIGO) Replacement.

### EXCEPTIONS

States listed in the chart below will be closed sooner than five business days.

State	Business Days to Notify
CA	3
FL	Immediately
GA	3
IL	3
IN	3
KS	3
MI	3
NV	3
WA	3
WY	3
All other states	5

***Pacific Life is a product provider. It is not a fiduciary and therefore does not give advice or make recommendations regarding insurance or investment products.***



**PACIFIC LIFE**

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Insurance products and their guarantees, including optional benefits and any crediting rates, are backed by the financial strength and claims-paying ability of the issuing insurance company. Look to the strength of the life insurance company with regard to such guarantees as these guarantees are not backed by the broker-dealer, insurance agency, or their affiliates from which products are purchased. Neither these entities nor their representatives make any representation or assurance regarding the claims-paying ability of the life insurance company.

Pacific Life Insurance Company's Home Office is located in Omaha, Nebraska

Investment and Insurance Products: Not a Deposit	Not Insured by any Federal Government Agency	
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