## SIMPLIFIED ISSUE WHOLE LIFE and GRADED DEATH BENEFIT WHOLE LIFE

Agent Training Guide
For agent use only/Not for public distribution


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# SIMPLIFIED ISSUE WHOLE LIFE (Form Series 1311) <br> and <br> graded death benefit whole life (form Series 1312) 

DESCRIPTION

Not available in all states. Contractual provisions vary by state.

- Excellent product for final expense planning
- Affordable
- Simple yes/no application
- Buyers may qualify for Graded Death Benefit even if they are not eligible for Simplified Issue Whole Life


## Issue Ages (age last birthday)

- 50-85


## Face Amounts

Simplified Issue Whole Life (SIWL):

- \$5,000-\$25,000
- Maximum new SIWL insurance an insured can have is \$25,000 less existing insurance at Royal Neighbors that has been issued on a simplified issue basis (including Simple Solution, SPWL, Sr. Whole Life, Graded Death Benefit, and products issued through any not fully underwritten program)

Graded Death Benefit Whole Life (GDB):

- \$5,000-\$10,000
- Maximum new GDB insurance an insured can have is \$10,000 less existing insurance at Royal Neighbors that has been issued on a simplified issue basis (including Simple Solution, SPWL, Sr. Whole Life, SIWL, and products issued through any not fully underwritten program)


## Owner/Membership

- As shown in the application
- Owner can be different than the insured (must have an insurable interest in the insured)
- Ownership can be changed by assignment
- The insured is the member of Royal Neighbors


## Premiums

- Premiums payable for life of insured (or until insured would reach 121 years of age - based on 2001 CSO tables)
- Premiums can be paid by monthly, quarterly, semi-annual, or annual Pre-Authorized Collection (PAC). Premiums can also be billed on a quarterly, semi-annual, or annual basis.


## Free-Look Period

- 20 days (or longer if required by state)


## Underwriting Classes

- Male/Female (premiums quoted for Montana SIWL applications must use male rates for both male and female applicants)
- Tobacco/Non-Tobacco
- No Substandard
- No Preferred


## Dividends

- Certificate is participating but no dividends are expected


## Death Benefit (provisions may vary by state) <br> SIWL:

- Full face death benefit - face amount plus any premiums paid after the date of death; if certificate is in grace period, past due premiums through the month of death will be deducted from the face amount before payment is made; any outstanding liens (with accrued interest) and loans (with accrued interest) will also be deducted


## GDB:

- Graded death benefit - death benefit limited for first two years unless death is accidental
- 30\% of face amount in first year
- $70 \%$ of face amount in second year
- Death benefit is $100 \%$ if death is accidental - accidental death provision not approved in Arkansas
- If certificate is in grace period, past due premiums through the month of death will be deducted; any outstanding liens (with accrued interest) and loans (with accrued interest) will also be deducted


## Certificate Fee

- \$30 per year (commissionable)


## Nonforfeiture Option

- Participating reduced paid-up insurance
- Non-participating extended term insurance (default)
- Cash surrender


## Premiums in Default

- Insurance expires at end of grace period unless there is a cash value
- If there is a cash value, the following will happen:
- Automatic premium loan followed by nonforfeiture option elected, or;
- If automatic premium loan is not in effect, nonforfeiture option chosen by owner


## Termination

Certificate will terminate/mature the earliest of:

- A nonforfeiture option (CS, RPU, ETI) goes into effect (whether chosen or default because of non-payment of premium)
- Cash value is transferred (1035) to another product
- Certificate expires without value when the outstanding loan (including accrued interest) exceeds the cash value or the outstanding lien (including accrued interest) plus the outstanding loan (including accrued interest) exceed the face amount
- Insured dies
- Insured reaches age 121
- Lapse due to non-payment of premium


## Loans

- Loans are available up to the cash value
- $8 \%$ interest rate in arrears
- Automatic premium loan option is available


## Rider Available

Accelerated Living Benefit (ALB) - Terminal Condition and Permanent Confinement - Form series 1766 (not available in all states - contractual provisions may vary by state)

- Rider available age 50-85
- Must be elected at time of application
- No additional premium for rider (in states where rider is approved)
- Qualifying Events:
- When the insured has been continuously confined to a nursing home for 90 days and the physiciancertified confinement is expected to be permanent;
- When the insured is diagnosed by a physician as having a terminal condition and has a life expectancy of 12 months or less
- Up to $75 \%$ of eligible death benefit can be accelerated (minimum accelerated amount of $\$ 5,000$, maximum in aggregate of all certificates of $\$ 250,000$ ) as a single payment. Minimum face amount must be $\$ 7,000$
- An accelerated benefit payment is subject to an administrative fee and interest; review the rider, form 1766 (with state variations), for complete information and provisions


## Reinstatement

- Can be reinstated within 3 years from date of nonpayment of premium with evidence of insurablilty
- $6 \%$ interest on all past due premiums
- Certificate cannot be reinstated if certificate is surrendered for its cash surrender value


## UNDERWRITING PROCESS AND GUIDELINES

The underwriting process is conducted via telephone interview by MRS, our underwriting business partner, for our SIWL and GDB products. Two telephone interview options are available to meet the needs of your business:

1. Interview now with Voice Signature application. Approved applications will be issued within 1-2 business days!
2. Interview later and submit a paper application

## VOICE SIGNATURE Application vs. PAPER Application

$\checkmark$ Use the Voice Signature application when:

- You can conduct the call during MRS business hours (8 a.m.-9 p.m. Central, Monday-Friday; 8 a.m.-2 p.m. Central, Saturday)
- You need the business to be completed in a single visit with an immediate decision at the point-of-sale (calls take on average 25 minutes)
- You and your applicant agree to complete the application by phone using the Voice Signature process and you can give or email the applicant a copy of the Important Information Form 141720-N
- The Owner and Payor are the same as the Proposed Insured
- Your applicant plans to pay premiums by Electronic Funds Transfer (EFT); prepaid debit cards are not accepted
- Your applicant does NOT need a translator

Note: If you are splitting commissions, then both agents must be on the phone.
See page 4 for our 2-step process to submit a Voice Signature application.
-OR -
$\checkmark$ Use the Paper application when:


- You are taking an application outside of available interview times
- You cannot give or email a copy of the Important Information Form 141720-N to the client
- The Owner and Payor are different from the Proposed Insured
- Your applicant plans to pay premiums by check
- Your applicant needs an interpreter
- You are submitting an application in Connecticut
- You are splitting commissions and both agents cannot be on the phone during the interview

See page 5 for our 3-step process to submit a Paper application.

Choose the application that best suits your scenario and proceed with the steps on the following pages.

## VOICE Step 1 - Pre-qualify the applicant, the Proposed Insured

## All applications must be pre-qualified.

1. Verify identity by viewing a photo ID such as a current driver's license, state ID card, or passport.
2. Individuals not eligible to apply for Simplified Issue Whole Life (SIWL) and Graded Death Benefit Whole Life (GDB) products:

- Anyone without a Social Security number
- Anyone who is not a U.S. citizen or current Green Card holder
- Anyone mentally incompetent or otherwise unable to make a valid contract
- Anyone who refuses or is unable to complete a telephone interview
- Anyone previously declined for another Royal Neighbors product
- Anyone who is currently being prescribed a medication on the Prescription Indicator List (Form 200)
- Anyone who already has $\$ 25,000$ SIWL or $\$ 10,000$ GDB with Royal Neighbors
- Anyone who has three lapsed certificates with Royal Neighbors

3. Use our POS Agent Worksheet (Form 2416-A) to ensure your phone interview is completed as efficiently as possible.
4. Review all medications and consult the Prescription Indicator List (Form 200) for any automatic declines.

- If the Proposed Insured has been prescribed any of the automatic decline medications, she/he is not eligible for the product, regardless of how the health questions were answered.

5. Provide the applicant with a copy of the Important Information Form 141720-N (ICC and state-specific versions for CA, DC, $\mathrm{FL}, \mathrm{IL}, \mathrm{OH})$; this is mandatory and the interview will end if the form is not provided.

If you have any questions regarding medications, or any of the items in the pre-qualification checklist above, please call Underwriting at (800) 627-4762, option 1.

## VOICE Step 2 - Conduct the Interview

Call (866) 281-9228 for the interview. Interviewers are available:

- 8 a.m.-9 p.m. Central, Monday-Friday
- 8 a.m.-2 p.m. Central, Saturday


## What the agent can expect during the interview

The interviewer will:

1. Ask your name and RNA agent number (always required).
2. Ask you to provide the information you gathered on the POS Agent Worksheet (Form 2416-A).
3. Verify you have provided applicant with the Important Information Form and ensure the applicant has read it.
4. Ask if you agree with Voice Signature and collect your Voice Signature.

## What the applicant can expect during the interview

The interviewer will:

1. Advise the applicant that the call is being recorded.
2. Verify her/his name, address, Social Security number, and date of birth.
3. Obtain voice signature authorization to order the MIB Report and other information.
4. Ask the medical questions.
5. Review the Prescription Profile and MIB Report; additional questions may be asked based on these findings.
6. Sign the application.

The interviewer will advise you if the application is approved, declined, or needs to be referred to the Home Office for additional review. If approved, the certificate will be issued the next business day.

## PAPER Step 1 - Pre-qualify the applicant, the Proposed Insured

## All applications must be pre-qualified.

1. Verify identity by viewing a photo ID such as the current driver's license, state ID card, or passport.
2. Individuals not eligible to apply for Simplified Issue Whole Life (SIWL) and Graded Death Benefit Whole Life (GDB) products:

- Anyone without a Social Security number
- Anyone who is not a U.S. citizen or current Green Card holder
- Anyone mentally incompetent or otherwise unable to make a valid contract
- Anyone who refuses or is unable to complete a telephone interview (interpreter and TTY services are available)
- Anyone previously declined for another Royal Neighbors product

3. Review Section 2 questions on application (Form 141720 with ICC and state specific versions)

- Has the applicant used tobacco in the past 12 months? If yes, then make sure to quote tobacco rates.
- SIWL - questions 2-9 in Part 2 of the application must be no. If the answer to any of questions 2-9 is yes, then the applicant is not eligible for coverage.
- GDB - questions 2-7 in Part 2 must be no. Questions 8 and/or 9 can be yes.

4. Review all medications and consult the medication list (Form 200) for any that would result in an automatic decline.

- If the Proposed Insured has been prescribed any of the automatic decline medications, she/he is not eligible for the product, regardless of how the health questions were answered.


## If you have questions regarding medications or any of the items in the pre-qualification checklist above, please call Underwriting at (800) 627-4762, option 1.

If the client meets the pre-qualification requirements:

- Fully complete the application (see "PAPER Step 2" below for details)
- Make sure the applicant signs and dates the authorization on page 3 of the application
- Provide the MIB Notice to the Proposed Insured


## PAPER Step 2 - Complete the Paper application

If the application is not taken in person, please indicate this on the Agent's Report.

## APPLICATION PART 1

Section 1: Complete all information.
Section 2: Complete and submit state replacement forms, if required, with the application.
Section 3: Complete if applicable.
Section 4: You must include the relationship of the beneficiary to the applicant. There must be an insurable interest between the insured, owner, and beneficiary. Acceptable beneficiciaries include: Aunt, Brother, Cousin, Daughter, Daughter-in-law, Domestic Partner, Estate, Father, Fiance, Funeral Home [not allowed in ID, IL, MA, MI, NY, or NV] - "provide address," Granddaughter, Grandson, Husband, Mother, Nephew, Niece, Sister, Son, Son-in-law, Step-daughter, Stepfather, Step-mother, Step-son, Uncle, and Wife.
Section 5: Complete the plan and face amount. The minimum face amount necessary to include the ALB Rider is $\$ 7,000$.
Section 6: Please clearly mark the mode of payment, whether or not this is draft first payment and the premium amount quoted. If premiums will be paid electronically, then complete the Electronic Funds Transfer (EFT) form on page 4 being sure to include a voided check with the application. Refer to the rate chart for appropriate premium.

## APPLICATION PART 2

- Complete Sections 1 and 2 in their entirety. Information obtained in the telephone interview must correspond to the answers on the application.
- The owner/insured must sign and date in the appropriate areas on page 3.
- The Agent's Report on page 4 must be fully completed.
- The EFT form on page 4 must be completed if applicable. Missing account information or signature will require a new EFT form. If submitting a voided check, indicate "see attached voided check" on form and sign. Indicating a draft date on the EFT authorization form is always required for clients choosing this mode of premium payment. To avoid issue delays, when a date is not shown the default date will be the 5th day of the month (regardless of the approval/issue date). Please note: draft date cannot be more than 30 days from issue date.
- Page 6 containing the MIB Notice and Fair Credit Report Act Notice must be left with the Proposed Insured.


## PAPER Step 3: Submit the Paper application

- Submit the fully completed and signed application to Royal Neighbors, along with the initial premium payment and any other supporting documentation such as replacement forms. Our fax number is (866) 787-1450.
- After receipt of the application, an interviewer will call the applicant to complete the medical underwriting portion of the application.
- Once the applicant completes the interview, MRS will notify Royal Neighbors of the medical decision.
- Royal Neighbors will complete the final review of all information and determine whether the certificate can be issued. You will be notified if the certificate cannot be issued.

Certificate delivery: All certificates will be mailed directly to the certificateowner unless the "Mail certificate to agent" box is marked on Page 1 of the application.

Reinstatement: Requires payment of all past-due premiums necessary to bring the certificate current. Requirements and procedures are set forth in the insurance certificate.

Re-date: A re-date brings the effective date of the original certificate number forward to a current date, and premium payments begin with the new effective date. We will allow one re-date per applicant within the first 60 days of issue. Requests should be submitted to the Underwriting Department at (800) 627-4762.

Re-apply:

- A re-apply is the issue of a new certificate. We will allow one rewrite per applicant, within the first twelve (12) months after the issue date. We will require:
- A new application completed and signed or a new POS interview with Voice Signature
- The first premium may be drafted
- If an applicant has two certificates that have lapsed, regardless of the time frame, we will allow the applicant to re-apply if there has been a change in her/his financial situation. We will require:
- A cover letter explaining the improvement in her/his financial situation signed by the applicant
- A new paper application completed and signed or a new POS interview with Voice Signature
- The first premium must be paid by check (no EFT). We will draft the applicant's account thereafter. We are unable to consider any applicant who has three or more lapsed certificates.
- If an application is received on a applicant who has already had a rewrite/re-date in the past 12 months, both you and your applicant will be notified that the application has been closed.


## Definitions

Owner: Preferred Owner is the Proposed Insured but spouse/domestic partner or adult child may be acceptable.
Beneficiary: May be spouse/domestic partner or other immediate family member or insured's estate.
Payor: Payor must be a natural person (i.e. cannot be an organization or company). Preferred is the Proposed Insured but spouse/domestic partner or adult child may be acceptable. An agent may not pay the initial or future premiums for an Insured.

## FREQUENTLY ASKED QUESTIONS

What if I am unable to complete the phone interview at the time of the sale? You may submit the application and the interview will be ordered from the Home Office. Please note this may delay processing of your business.

Do I have to complete the application when the POS interview is done? No. The application will be completed by MRS using a voice signature.

Are either the SIWL or GDB a guaranteed issue product? No. The decision is based on Royal Neighbors underwriting guidelines.

If I disagree with the underwriting decision made, what options do I have? The underwriting decision made by MRS is based on criteria set by Royal Neighbors, therefore all decisions are final.

If declined for SIWL or GDB, is my client eligible to apply for any other life insurance plan with Royal Neighbors? No. We do not offer that option.

If the appplicant was declined for a traditional product with Royal Neighbors, can she/he apply for the SIWL or GDB? No. We do not offer that option.

Who do I call if I have questions? Underwriting: (800) 627-4762, option 1, option 1
$\qquad$

| Annual Premiums Per \$1000* of Face Amount |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  | NON-TOBACCO |  | TOBACCO |  |
| Issue <br> Age | Male | Female | Male | Female |
| 50 | 40.55 | 34.00 | 53.85 | 47.95 |
| 51 | 42.00 | 34.85 | 55.85 | 49.20 |
| 52 | 43.45 | 35.70 | 57.85 | 50.45 |
| 53 | 44.95 | 36.55 | 59.90 | 51.75 |
| 54 | 46.40 | 37.40 | 61.90 | 53.00 |
| 55 | 47.85 | 38.25 | 63.90 | 54.25 |
| 56 | 48.70 | 38.40 | 65.30 | 54.60 |
| 57 | 49.50 | 38.55 | 66.75 | 54.95 |
| 58 | 50.35 | 38.70 | 68.15 | 55.30 |
| 59 | 51.15 | 38.85 | 69.60 | 55.65 |
| 60 | 52.00 | 39.00 | 71.00 | 56.00 |
| 61 | 53.90 | 40.40 | 74.40 | 58.05 |
| 62 | 55.80 | 41.80 | 77.80 | 60.10 |
| 63 | 57.70 | 43.20 | 81.20 | 62.10 |
| 64 | 59.60 | 44.60 | 84.60 | 64.15 |
| 65 | 61.50 | 46.00 | 88.00 | 66.20 |
| 66 | 65.00 | 48.40 | 94.00 | 69.55 |
| 67 | 68.50 | 50.80 | 100.00 | 72.90 |
| 68 | 72.00 | 53.20 | 106.00 | 76.30 |
| 69 | 75.50 | 55.60 | 112.00 | 79.65 |
| 70 | 79.00 | 58.00 | 118.00 | 83.00 |
| 71 | 86.80 | 63.30 | 128.20 | 88.90 |
| 72 | 94.60 | 68.60 | 138.40 | 94.80 |
| 73 | 102.40 | 73.90 | 148.60 | 100.70 |
| 74 | 110.20 | 79.20 | 158.80 | 106.60 |
| 75 | 118.00 | 84.50 | 169.00 | 112.50 |
| 76 | 127.50 | 91.20 | 179.80 | 120.40 |
| 77 | 137.00 | 97.90 | 190.60 | 128.30 |
| 78 | 146.50 | 104.60 | 201.40 | 136.20 |
| 79 | 156.00 | 111.30 | 212.20 | 144.10 |
| 80 | 165.50 | 118.00 | 223.00 | 152.00 |
| 81 | 178.40 | 126.40 | 240.60 | 163.20 |
| 82 | 191.30 | 134.80 | 258.20 | 174.40 |
| 83 | 204.20 | 143.20 | 275.80 | 185.60 |
| 84 | 217.10 | 151.60 | 293.40 | 196.80 |
| 85 | 230.00 | 160.00 | 311.00 | 208.00 |


|  | Modal <br> Factors: | Modal <br> Certificate Fee: |
| ---: | :---: | :---: |
| Monthly <br> EFT | 0.087 | $\$ 2.61$ |
| Quarterly | 0.265 | $\$ 7.95$ |
| Semi- <br> Annual | 0.52 | $\$ 15.60$ |
| Annual | 1.0 | $\$ 30.00$ |

[ (Rate $\times$ Modal Factor) rounded to 2 places $\times$ (Units)] rounded to 2 places + Modal Certificate Fee = Modal Premium
$[(40.55 \times 0.087)=3.52785 \rightarrow 3.53 \times 10 \rightarrow 35.30]$ + 2.61 = 37.91 Monthly EFT Premium

[^0]How Much Will It Cost？（per month）

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How Much Will It Cost？（per month）


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\＄6，000
$\qquad$
Annual Premiums per \$1,000* of Face Amount


* Additional \$30 Annual Certificate Fee

Accidental Death Provision not approved in Arkansas. Product not available in all states.
Please confirm product availability.



## We are Royal Neighbors of America ${ }^{\circledR}$

As one of the largest women-led life insurance organizations, Royal Neighbors has been committed to empowering women to achieve financial security since 1895. We are a not-for-profit life insurer with a community focus-providing opportunities for our members to engage and give back, and supporting the communities where they live.

We offer financial protection solutions for women throughout their lives. Our members receive valuable benefits such as scholarships and discounts on health and wellness services.

We are Insurance with a Difference. ${ }^{\text {sm }}$


INSURING LIVES • SUPPORTING WOMEN • SERVING COMMUNITIES ${ }^{\text {SM }}$

> Royal Neighbors of America
> www.royalneighbors.org
> (800) 627-4762


[^0]:    * Additional \$30 Annual Certificate Fee

    Product not available in all states. Please confirm product availability.
    Note: Premiums quoted for Montana applications must use male rates for both male and female applicants

