

# Pacific Life & Annuity Company

## REQUIRED CARRIER SPECIFIC TRAINING (CST) INSTRUCTIONS

**Annuity Carrier Specific Product Training** and state mandated **NAIC Annuity Training** (see NAIC ANNUITY SUITABILITY AND BEST INTEREST STANDARD STATE TRAINING REQUIREMENTS for regulation) must be completed prior to soliciting business. Failure to do so will result in rejected business. Please carefully review the information below and provide a copy of the training certificate to ECA Marketing ([licensing@ecamarketing.com](mailto:licensing@ecamarketing.com)) once complete.

If you will not be participating in solicitation of annuity products with this carrier, you can bypass the CST requirements. **Life** producers are required to abide by the rules set in place by the carrier for any additional training requirements. Review **ADDITIONAL REQUIRED TRAINING** before proceeding.

### Annuity Carrier Specific Product Training

#### Who should complete the product training?

Only agents in NAIC regulated states must complete product training (see attached Annuity Suitability Training Requirement). States that do not require a 4-hour state training but still require carrier product training include: FL, MT, NY and UT.

#### When can the product training be taken?

The product training is available at any time through RedED. The course can be taken the same day new business is solicited.

**Product Training Directions:** Go to: <https://secure.reged.com/TrainingPlatform/>

- Login or Register
- On the Producer Status Page select Enter Product Code
- Product Code: PACLIFEPAFIXED

### Additional Required Training

#### Anti-Money Laundering Training (AML):

Pacific Life will accept AML training for the vendors listed below. If AML was taken through an outside source, the AML will not be accepted. The agent will be required to take the training through one of the approved vendors before Pacific Life will accept the agent contract or issue a new business application. Renewal of AML training is required every 24-months.

RegED  
LIMRA  
Kaplan

WebCE  
FINRA  
QuestCE

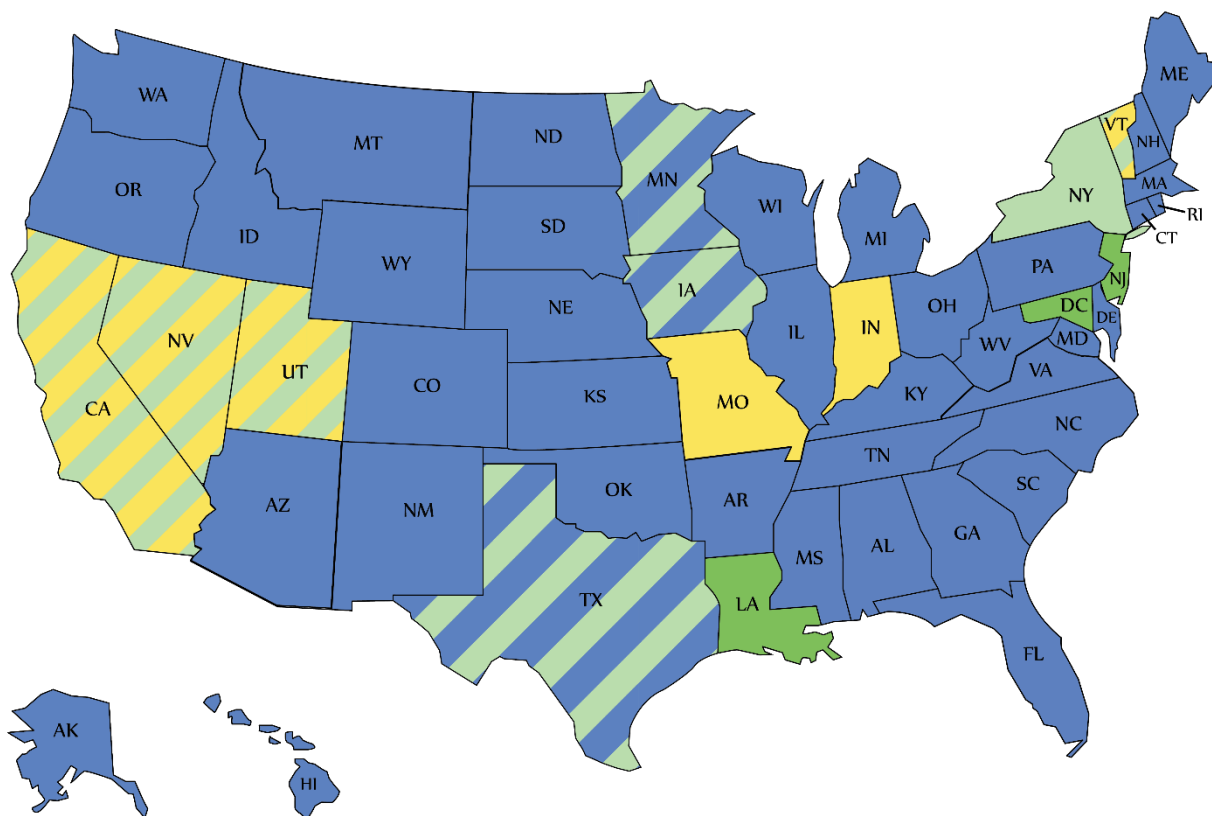
Sandy Kruise  
Insurance Training  
Associates

SuccessCE  
Surancebay

# NAIC ANNUITY SUITABILITY AND BEST INTEREST STANDARD STATE TRAINING REQUIREMENTS

The following states have adopted some version of the NAIC Suitability in Annuity Transactions Model Regulation, 4-Hour Annuity Training and/or the revised regulation, Best Interest Standard (BIS). For states that have implemented the Best Interest Standard, all licensed producers are required to take either a 1-hour supplementary training or a new 4-hour training that includes the Best Interest Standard.

Training must be taken through a state-approved vendor prior to soliciting business. Please provide a copy of your training certificate to ECA Marketing ([licensing@ecamarketing.com](mailto:licensing@ecamarketing.com)). For further information, refer to the tables on the following page or contact your licensing representative.



- Mandatory NAIC     ■ Pending BIS  
■ Mandatory Annuity Training – Requirement Varies  
■ Mandatory NAIC including BIS

## Mandatory Annuity Training - Requirement Varies:

Interpretation of the state ruling may vary by insurer

|                   |   |
|-------------------|---|
| <b>CALIFORNIA</b> | Resident and non-resident agents soliciting annuities in CA must complete an initial 8-hour CA state specific course along with 4-hour refresher course every two years prior to license renewal. CA does not allow reciprocity for the annuity training between states.  |
| <b>IOWA</b>       | In addition to the 4-Hour NAIC Annuity and BIS courses, agents selling indexed annuities in IA must take a one-time 4-hour course specific to indexed annuity products.   |
| <b>MINNESOTA</b>  | The state of MN is requiring an additional course topic that is not covered in NAIC Model Reg #275. Resident and non-resident producers must take a 1 or 4-hour course that specifically includes "the recognition of indicators that a prospective insured may lack the short-term memory or judgment to knowingly purchase an insurance product". The MN course is titled "Best Interest Standards of Conduct for Annuity Sales". Reciprocity amongst other states will be allowed, provided the course includes additional course topic.   |
| <b>NEVADA</b>     | BIS requirement pending legislation. No specific hourly requirements have been implemented for NAIC.  |
| <b>NEW YORK</b>   | Effective 8/1/19 for Annuities and 2/1/20 for Life, NY has amended Regulation 187 (Suitability and Best Interests) to include agent training. NY has not instituted an hourly CE requirement; however, resident and non-resident agents are required by the insurer to take an undefined hourly vendor training specific to "Suitability & Best Practices in Life Insurance & Annuity Transactions" prior to soliciting new business or servicing in-force policies originally issued in NY. Training taken for the state of NY is specific to the state of NY, reciprocity is not allowed. |
| <b>TEXAS</b>      | Resident and non-resident agents must complete a one-time 4-hour annuity CE course. In addition, resident agents must take 8 hours of ongoing CE specifically relating to annuities each license period. Licensees that are exempt from CE are not exempt from the initial 4-hour annuity training or Best Interest Standard. Exemptions apply to the ongoing 8 hours of CE required each license period. TX will accept most annuity courses taken in other states.  |
| <b>UTAH</b>       | NAIC including BIS has been approved by the state and is a new requirement. Producers licensed prior to 7/1/2024 are not required to be compliant with the 4-hour annuity CE.   |
| <b>VERMONT</b>    | NAIC including BIS has been approved by the state and is a new requirement. Producers licensed prior to 7/5/2024 are not required to be compliant with the 4-hour annuity CE.   |

## Mandatory – NAIC Annuity including Best Interest Standard:

EXISTING PRODUCERS have the option to complete either a new 4-hour training that includes BIS or a 1-hour supplementary training specific to BIS. Most states allow EXISTING PRODUCERS a 6-month grace period for completion - *grace period allowance can vary by insurer*. The 1-hour course will no longer be available after the EXISTING PRODUCER release date. NEW PRODUCERS must complete a full 4-hour training that includes BIS.

| STATE         | NEW PRODUCERS | EXISTING PRODUCERS | STATE          | NEW PRODUCERS | EXISTING PRODUCERS |
|---------------|---------------|--------------------|----------------|---------------|--------------------|
| ALABAMA       | 1/1/2022      | 6/30/2022          | MONTANA        | 10/1/2021     | 4/1/2022           |
| ALASKA        | 1/15/2023     | 7/15/2023          | NEBRASKA       | 7/1/2021      | 12/31/2021         |
| ARIZONA       | 1/1/2021      | 6/30/2021          | NEW MEXICO     | 10/1/2022     | 4/1/2023           |
| ARKANSAS      | 1/1/2022      | 1/1/2022           | NEW HAMPSHIRE  | 2/16/2024     | 8/15/2024          |
| COLORADO      | 11/1/2022     | 5/1/2023           | NORTH CAROLINA | 1/1/2023      | 7/1/2023           |
| CONNECTICUT   | 3/1/2022      | 9/1/2022           | NORTH DAKOTA   | 1/1/2022      | 6/30/2022          |
| DELAWARE      | 8/1/2021      | 2/1/2022           | OHIO           | 2/14/2021     | 8/14/2021          |
| FLORIDA       | 1/1/2024      | 7/1/2024           | OKLAHOMA       | 9/1/2023      | 5/1/2024           |
| GEORGIA       | 8/1/2023      | 1/31/2024          | OREGON         | 1/1/2024      | 7/1/2024           |
| HAWAII        | 12/31/2022    | 7/1/2023           | PENNSYLVANIA   | 6/22/2022     | 12/22/2022         |
| IDAHO         | 7/1/2021      | 2/1/2022           | RHODE ISLAND   | 4/1/2021      | 10/1/2021          |
| ILLINOIS      | 8/1/2023      | 2/1/2024           | SOUTH CAROLINA | 11/27/2022    | 5/27/2023          |
| IOWA          | 1/1/2021      | 7/1/2021           | SOUTH DAKOTA   | 1/1/2023      | 7/1/2023           |
| KANSAS        | 1/1/2024      | 7/1/2024           | TENNESSEE      | 1/1/2024      | 7/1/2024           |
| KENTUCKY      | 1/1/2022      | 6/30/2022          | TEXAS          | 1/1/2022      | 1/1/2022           |
| MAINE         | 1/1/2022      | 7/1/2022           | VIRGINIA       | 9/1/2021      | 3/1/2022           |
| MARYLAND      | 10/8/2022     | 4/8/2023           | WASHINGTON     | 1/1/2024      | 7/1/2024           |
| MASSACHUSETTS | 6/1/2023      | 6/1/2023           | WEST VIRGINIA  | 6/8/2023      | 12/8/2023          |
| MICHIGAN      | 6/29/2021     | 12/29/2021         | WISCONSIN      | 10/1/2022     | 4/1/2023           |
| MINNESOTA     | 1/1/2023      | 6/30/2023          | WYOMING        | 1/1/2023      | 7/1/2023           |
| MISSISSIPPI   | 1/1/2022      | 6/30/2022          |                |               |                    |

## Pending – Best Interest Standard:

| STATE      | NEW PRODUCERS             | EXISTING PRODUCERS        | STATE    | NEW PRODUCERS             | EXISTING PRODUCERS        |
|------------|---------------------------|---------------------------|----------|---------------------------|---------------------------|
| CALIFORNIA | 1/1/2025                  | 1/1/2025                  | MISSOURI | TBD – Pending Legislation | TBD – Pending Legislation |
| INDIANA    | 7/1/2024                  | 7/1/2024                  | VERMONT  | 7/5/2024                  | 1/4/2025                  |
| NEVADA     | TBD – Pending Legislation | TBD – Pending Legislation | UTAH     | 7/1/2024                  | 6/30/2025                 |