

Nassau (formerly Phoenix)

REQUIRED CARRIER SPECIFIC TRAINING (CST) INSTRUCTIONS

Annuity/Life 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) 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/Life Carrier Specific Product Training

Who should complete the product training?

All agents writing annuities are required to complete the carrier product training regardless of state.

When can the product training be taken?

The product training can be taken any time prior to taking an application. You do not need an agent number in order to do the training. It is better to take the training at least the day before you take an application.

Product Training Directions: Go to: <https://naic.pinpointglobal.com/nassaure/apps/default.aspx>

- New user? Register, Returning user? Sign in with your username and password.
- Select View My Product Training on the home page
 - NOTE: If referring a client to complete the Simple Annuity, training for the MyAnnuity Series product must be completed prior to the date the client signs the application.
- Select Launch for the course that needs to be completed (course will open in a new window).
- For Indexed products- the course **INDEXED ACCOUNT TRAINING** must be completed along with the specific product course.
- For further instructions, see attached ONLINE PRODUCT SUITABILITY AND CONTINUING EDUCATION TRAINING
- Optional but recommended: Email certificate to licensing@ecamarketing.com

Additional Required Training

Anti-Money Laundering Training (AML):

Nassau accepts AML from RegEd, SuranceBay, The Alliance, WebCE or LIMRA. (If completing your AML training via LIMRA, it must be a course released on an even numbered year.) AML training is required every two years. Commissions will be held until the AML is up to date.

Annuity Product Training Guide



NASSAU RE

Nassau RE has chosen LIMRA to deliver our personalized annuity training for you, our producers. These presentations have been prepared by Nassau RE to educate you about our products, as required by the NAIC. Using the link provided to you, proceed to the LIMRA Nassau RE website to begin.

If you have not yet registered with LIMRA, you will need to do so first.

1. Enter your personal information
2. Enter your National Producer Number – you can look it up on this screen
3. Select the states in which you are appointed to sell our products
4. Create and confirm a password which must be eight characters and include one number

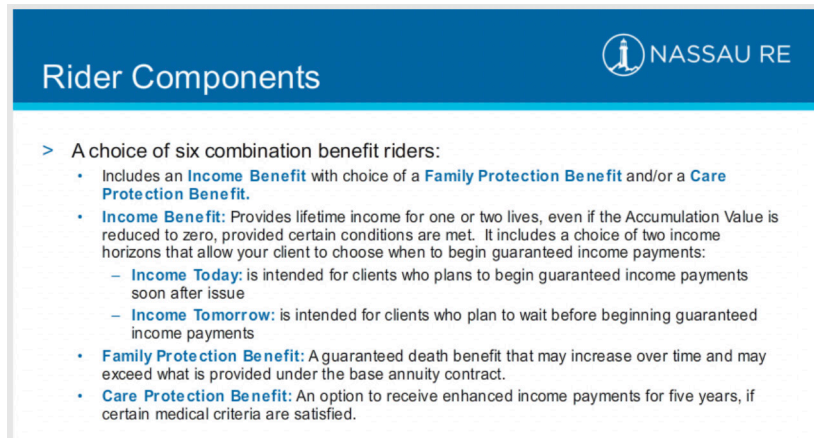
Once you are registered, you will be asked to login with your username (email) and password.

Your personal Annuity Training and Certification page is displayed. From this screen, you can view:

- your state specific training requirements and status
- your product training requirements and status
- your New York Regulation 187 Training for New York licensed producers
- a transcript outlining your training status

To begin your training:

1. Click on “View My State Specific Training” or “View My Product Training” or “New York Regulation 187 Training
2. A list of training requirements, specific to you, will be displayed.
3. As you complete a training segment, the Completion Date will be displayed.
4. When you click on a selection, the applicable training presentation will be displayed.
5. If you began a training session but did not complete it, you will be asked “Would you like to resume where you left off?” You have the option to resume the session (yes) or begin again.



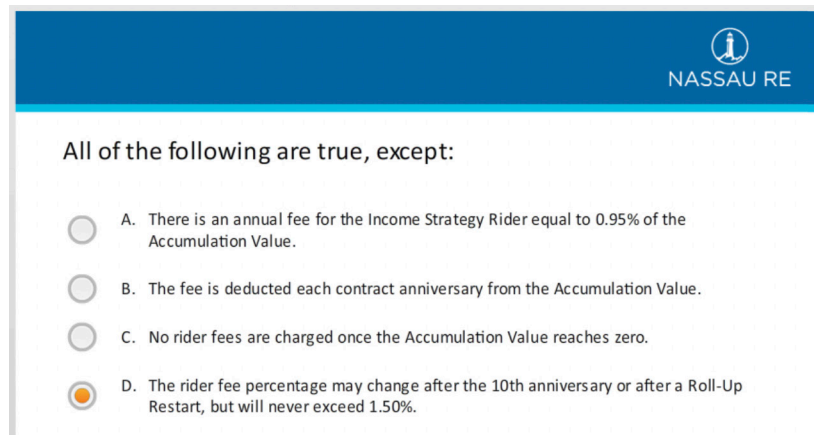
Rider Components

> A choice of six combination benefit riders:

- Includes an **Income Benefit** with choice of a **Family Protection Benefit** and/or a **Care Protection Benefit**.
- **Income Benefit:** Provides lifetime income for one or two lives, even if the Accumulation Value is reduced to zero, provided certain conditions are met. It includes a choice of two income horizons that allow your client to choose when to begin guaranteed income payments:
 - **Income Today:** is intended for clients who plans to begin guaranteed income payments soon after issue
 - **Income Tomorrow:** is intended for clients who plan to wait before beginning guaranteed income payments
- **Family Protection Benefit:** A guaranteed death benefit that may increase over time and may exceed what is provided under the base annuity contract.
- **Care Protection Benefit:** An option to receive enhanced income payments for five years, if certain medical criteria are satisfied.

How does the product training session work?

- Each training page is timed to allow you to read the entire page. When the “Next” button at the bottom of the page is highlighted, you can click on this button to move to the next page. You work at your own pace.
- At the end of the training session, there is a brief quiz that allows you to determine how well you understand the information provided. This is for your benefit and you will pass if you are at least 70% correct. You may find that you need to go back and review certain aspects of the product to be successful.



All of the following are true, except:

- ☐ A. There is an annual fee for the Income Strategy Rider equal to 0.95% of the Accumulation Value.
- ☐ B. The fee is deducted each contract anniversary from the Accumulation Value.
- ☐ C. No rider fees are charged once the Accumulation Value reaches zero.
- ☒ D. The rider fee percentage may change after the 10th anniversary or after a Roll-Up Restart, but will never exceed 1.50%.

- You may print a copy of the Training Certificate from the LIMRA website, but it is not necessary. Our files are updated nightly, keeping your completed training requirements current.

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NAIC Suitability Regulation

Product and State Training Requirements



NASSAU RE

In states that have adopted the 2010 NAIC Model Regulation on Suitability in Annuity Transactions, producers must comply with certain training requirements. Details regarding these procedures are as follows.

STATE REQUIRED TRAINING

Producers must complete four (4) continuing education (CE) credits from an APPROVED vendor offering an Annuity Products course. This one-time requirement is not a condition of license renewal. Review the rules in your state as the regulations may vary.

- Nassau Re-appointed producers in these states must complete the 4 CE credits no later than the state's deadline to avoid interruption in processing new business with Nassau Re.
- New producers appointed with Nassau Re on or after the state effective date must complete the 4-hour annuity specific training prior to solicitation.
- State-required CE courses are available through Nassau Re's online NAIC Product Training Center, powered by LIMRA and accessible through www.salesnet.nsre.com
- Training may also be completed via an outside vendor such as LIMRA or RegEd, provided that vendor's valid certification confirming course completion is submitted to Nassau Re. Certification should be emailed to contracts@nsre.com or faxed to 816-221-9672.

PRODUCT SPECIFIC TRAINING

Insurance producers may not solicit an annuity application unless the producer has adequate knowledge about the product and is in compliance with the issuing insurer's standards for product training. To that end, Nassau Re requires all producers to complete detailed product training prior to solicitation.

- In addition to state CE requirements, both newly licensed producers and existing producers must complete Nassau Re product training prior to solicitation.
- Product training courses are available online through the Nassau Re NAIC Product Training Center, powered by LIMRA, on www.salesnet.nsre.com

To avoid interruption in the sale of the Nassau Re annuity products, you must complete the required training as described above and, if taken elsewhere, submit proof of completion prior to appointment activation with Nassau Re and/or prior to solicitation of any new annuity applications if already appointed.

Please refer to the Annuity Training Requirements on www.salesnet.nsre.com for details.

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Annuities issued by Nassau Life and Annuity Company (Hartford, CT) and PHL Variable Insurance Company (Hartford, CT). In New York, annuities are issued by Nassau Life Insurance Company (East Greenbush, NY). Nassau Life and Annuity Company is not authorized to conduct business in CA, GA, LA, MA, ME, MN and NY. PHL Variable Insurance Company is not authorized to conduct business in ME and NY. Nassau Life and Annuity Company, Nassau Life Insurance Company and PHL Variable Insurance Company are subsidiaries of Nassau Re.

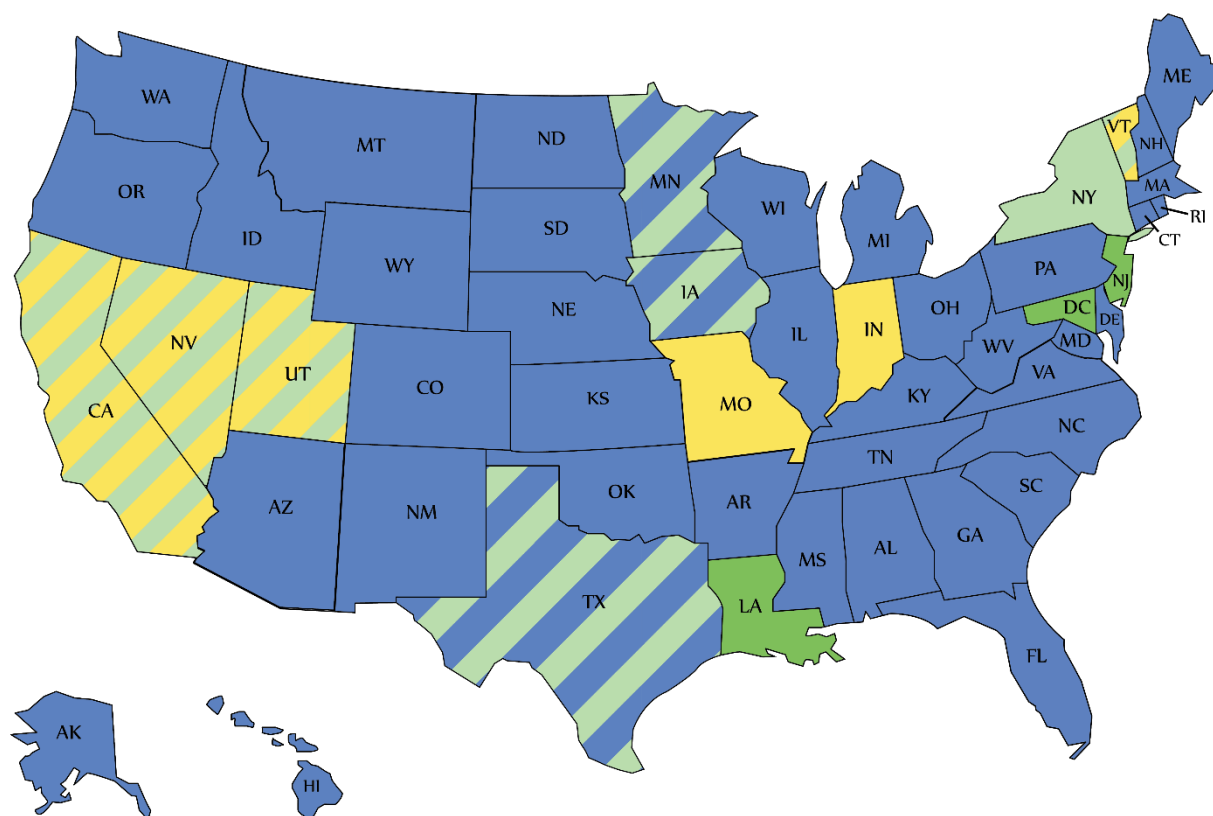
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NAIC ANNUITY SUITABILITY AND BEST INTEREST STANDARD STATE TRAINING REQUIREMENTS

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). 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

CALIFORNIA	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.
IOWA	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.
MINNESOTA	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.
NEVADA	BIS requirement pending legislation. No specific hourly requirements have been implemented for NAIC.
NEW YORK	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.
TEXAS	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.
UTAH	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.
VERMONT	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