

# Reliance Standard

## 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?

All agents, regardless of state, are required to take the product training.

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

Product training is available at any time and must be taken prior to submitting the agent contracting. Reliance Standard will not review or process agent contracting unless the product training is in good order. A copy of the certificate must be submitted to ECA along with the agent contract. Reliance Standard prefers that agents do not solicit business until after the agent appointment/contract is complete. Taking the product training course and writing business on the same day is acceptable however, not preferred.

**Product Training Directions:** The training is available through the RegEd Annuity Training Platform. See attached pages for additional instructions.

1. Go to: <https://secure.reged.com/TrainingPlatform/>
2. Log in or register
3. On the Product Status page, select Enter Product Code
4. "Enter Product Code" and enter corresponding code

| Product                  | Product Code:    |
|--------------------------|------------------|
| Eleos, Keystone & Apollo | RSL_PSTCOURSE_01 |
| Reliance Guarantee       | RSLI_PST_02      |
| Reliance Accumulator     | RSLI_PST_03      |

5. Email certificate to [licensing@ecamarketing.com](mailto:licensing@ecamarketing.com) – MUST be submitted in conjunction with agent contract

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

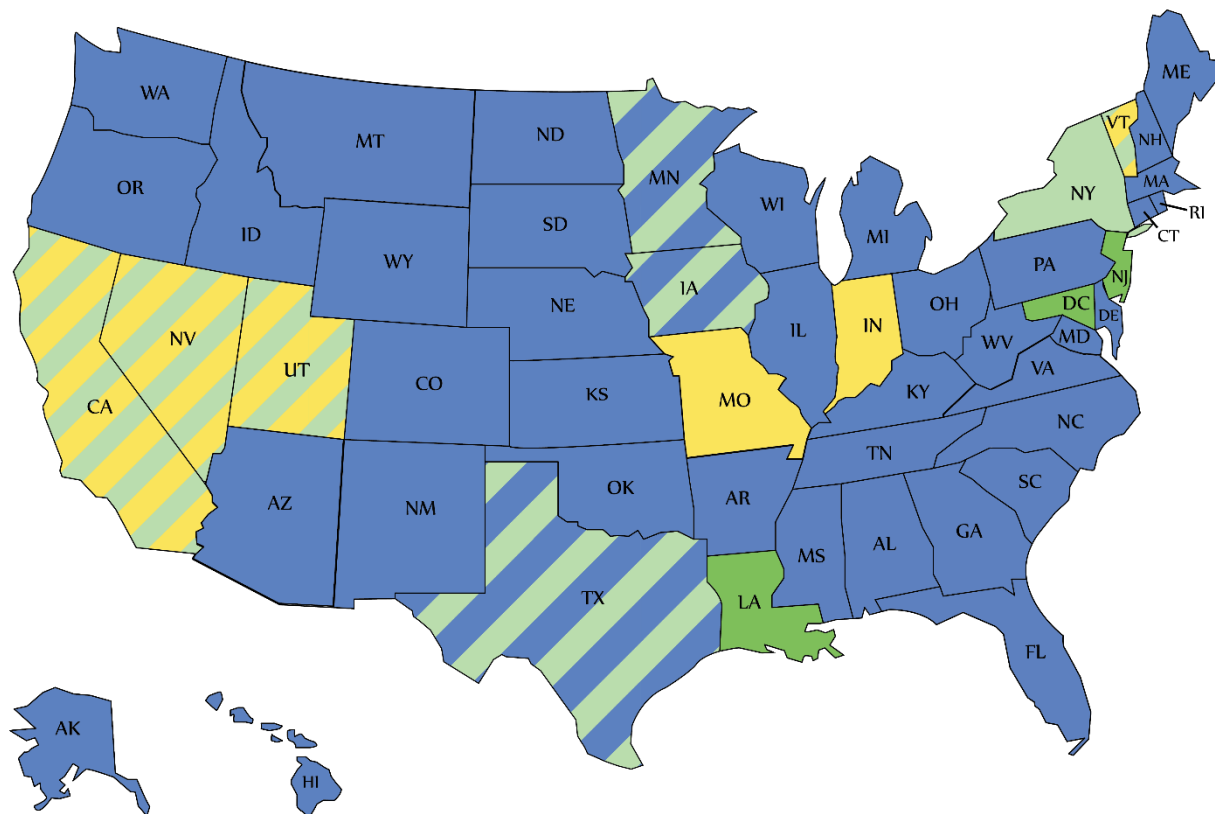
Reliance Standard will accept AML training from the vendors listed below. If the course was taken through another vendor, a copy of the certificate can be submitted for review. Reliance Standard does not track renewals AML training; AML certificate only needs to be provided once. If AML is not in good order, commissions will be held.





|           |         |                    |
|-----------|---------|--------------------|
| LIMRA     | QuestCE | Fire Solutions     |
| RegEd     | WebCE   | Metlife Securities |
| SuccessCE | Kaplan  | Securities America |

# 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                 |