

# **PRODUCT TRAINING**

## **ACCIDENT POLICY (ACA/ACB)**

**ACA Available in:** AL, FL, GA, LA, MS, MO, NC, SC, TN

**ACB Available in:** AL, AR, FL, GA, KY, LA, MS, MO, NC, NV, OH, OK, SC, TN, TX

### **Prior to your training session:**

1. Be sure that the session time and topic are posted on the training schedule. It should show the following:
  - Date
  - Time
  - Training Topic
  - Who Will Attend
  - Trainer's Name
  - Preparation Required
  
2. Prepare a packet of material to give to each Agent one week in advance. Instruct the Agents to read the material prior to next week's session and bring the material to the training session.
  - a. ACA Brochure, R-2794 (Your State's Version)
  - b. ACB Brochure, R-3421 (Your State's Version)
  - c. Application A-378 (Your State's Version)
  - d. Rate Sheet for Accident & Health Premiums, R-3691 (Your State's Version)
  - e. Marketplace Bulletin ACA F6753; ACB F6734
  
3. Prepare yourself for the training session:
  - a. Gather materials needed in #2 a-e above.
  - b. Sample Policy (Branch Manager Only)
  - c. Read all of the material
  - d. Review the Training Outline
  - e. Prepare the objectives and follow-up section of the Training Outline

## PRODUCT TRAINING OUTLINE

1. This week we are training on the ACA and ACB Accident policies.
2. Let's review some of the key features of these Accident Policies.

**(Read each of the following questions out loud. After each question, call on someone to answer it. Then ask them to tell everyone where they found the answer. If they give an incorrect answer, ask them to tell where they got the answer. If this does not identify the correct answer, ask someone else for the correct answer. Continue this process until all questions have been answered correctly.)**

### ACCIDENT POLICY (ACA)

- a. When is the ACA policy terminated due to age?

**The policy anniversary following their 70<sup>th</sup> birthday.**

**Where did you find that answer?**

- b. What are the issue ages for the Accident Policy (ACA)?

**3 through 60          Where did you find that answer?**

- c. What is the benefit for accidental death?

**\$15,000          Where did you find that answer?**

- d. What is the benefit for death by travel accident?

**\$100,000          Where did you find that answer?**

- e. Can premium rates for the Accident Policy increase?

**No          Where did you find that answer?**

- f. What is the Bank Budget premium rate for the ACA?

**\$4.69          Where did you find that answer?**

- g. What is the benefit for accidental loss of eyesight?

**\$10,000          Where did you find that answer?**

h. What is the benefit for accidental loss of one limb?

\$5,000

Where did you find that answer?

**ACCIDENT POLICY (ACB)**

i. What are the benefit amounts for accidental death, death by automobile accident, and death by travel accident?

Accidental Death \$ 50,000

Death by automobile accident \$ 75,000

Death by travel accident \$150,000

Where did you find that answer?

j. When is the ACB policy terminated due to age?

**The policy anniversary following the insured's 75<sup>th</sup> birthday.**

Where did you find that answer?

k. Define public conveyer.

**A public conveyer is any taxi cab, boat, train, airplane, ship, or other vehicle; and is a licensed common carrier for the transportation of passengers.**

Where did you find that answer?

l. What are the issue ages for Accident Plan ACB?

**3 through 65**

Where did you find that answer?

m. Can premium rates for the Accident Plan ACB be increased?

**No**

Where did you find that answer?

n. What is the Bank Budget premium rate for the ACB?

**\$11**

Where did you find that answer?

o. What is the benefit for accidental loss of eyesight?

**\$30,000**

Where did you find that answer?

p. What is the benefit for accidental loss of one limb?

**\$15,000**

**Where did you find that answer?**

3. What are some reasons that people need accident insurance?

(List responses on the board)

4. What are some ways you can identify prospects for accident insurance?

(List responses on the board. They should include the following:)

**Customers without life insurance**

**Referrals**

5. What approaches will you use when contacting these prospects?

(ChildSafe ID, MedFacts, \$3,000 Accident)

6. Do a demonstration of how to present the features and benefits of the Accident Policy using the product brochure.

7. Next week's training session will be on \_\_\_\_\_ at \_\_\_\_\_.

(day)

(time)

We will be covering the \_\_\_\_\_.

(topic)

**Be sure to pass out materials needed for next week's training session.**

Instruct the Agents to look at the training schedule to determine what they will need to do to prepare for that session as well as what materials they will need to bring with them.