



Insurance - **FAQ**

Q. If there are two signers on a joint account, can each person obtain insurance coverage at an additional cost?

A. No. The selected coverage is automatically divided equally among the account holders.

Q. What if there is a third owner of the account?

A. The coverage would be divided three ways.

Q. How is the beneficiary designated?

A. Automatically. The member does not have to designate a beneficiary. You'll see under the Payment of Claims section on the insurance certificate that the beneficiary is established.

Q. Who is the beneficiary of the insurance coverage?

A. Beneficiaries are determined by the legal succession listed on the insurance certificate. This list is as follows:

1. spouse
2. children
3. parents
4. brothers and sisters
5. the member's estate

Example: If a married person dies, the spouse is the beneficiary. If there is no living spouse, all children are equal beneficiaries. If there are no children, both parents are equal beneficiaries. If there are no surviving parents, all brothers and sisters are equal beneficiaries. If no surviving brothers and sisters, the member's estate is the beneficiary.

Note: Beneficiaries are always determined by this list. Joint holders of an account are not each other's beneficiaries unless their relationship follows the above list. A divorce must be final before a person is ineligible to be the beneficiary of his or her spouse's accidental death insurance.

Q. May the account holder name a different beneficiary?

A. Yes. The insured may request a Change of Beneficiary form and name a new beneficiary. Each branch will have a supply of these forms.

Q. May the insured name more than one beneficiary?

A. Yes. The insured may indicate more than one beneficiary on the Change of Beneficiary form such as half to (wife's name) and half to (child's name).

Q. If the account holder names a beneficiary other than the spouse, does the spouse need to sign a form acknowledging this?

A. Yes, some states require that the spouse consent to name a beneficiary other than the spouse: Arizona, California, Idaho, Louisiana, Nevada, New Mexico, Texas and Washington. Spouse must consent and sign the Change of Beneficiary form.

Q. Why isn't the member's name on the insurance - certificate?

A. The certificate is not evidence of the depositor's membership in the program. The financial institution keeps the membership enrollment on file as a separate record of membership. So it isn't necessary to type anything on the certificate itself, just check the box next to the membership plan selected.

Q. When does the coverage become effective?

A. Coverage becomes effective *only* upon receipt by the financial institution of a signed and dated membership enrollment.

Q. How are insurance claims handled?

A. An employee will complete and sign a report of claim and membership certification form, attach the required documents and mail the claim to Affinion Benefits Group. Affinion Benefits Group will verify membership and forward the claim to the insurance carrier. Your program coordinator will have complete details on this procedure.

Affinion Benefits Group debits member's account – To file a claim, the beneficiary or executor will contact Affinion's call center. Affinion will mail proper claim forms to the beneficiary for completion and send the forms back to Affinion Benefits Group. Affinion Benefits Group will work the beneficiary and insurance company to process the claim.

Q. How quickly are claims settled?

A. The insurance carrier will evaluate and investigate claims as necessary, depending on the nature of the death. Normal time for payment of claims is four to six weeks.

Q. Where are the checks for payment of claims sent?

A. Checks issued by the insurance carrier are mailed directly to the beneficiary.

Q. What if the claim is denied?

A. If the claim is denied, the letter of denial will be sent directly from the insurance carrier to the beneficiary.