

# Value 20 Life

Membership with Guaranteed Issue Term Life Insurance

## **Association Membership with GI Group Term Life FAQ's**

### ***What is Value 20 Life and How Does This Plan Work?***

Value 20 Life Plan(s) are a unique, affordable Association Membership based Benefits program that ***INCLUDES*** Guaranteed Issue Term Life Insurance PLUS many other valued added benefits for individuals and their families. As part of their Value 20 Membership in the Emergency Management Alliance (EMA), all individuals can elect a single membership plan OR add family coverage for their spouse / partner AND dependent children up to age 26.

### ***What is the Emergency Management Alliance?***

The Emergency Management Alliance, (EMA) is a nonpartisan, nonprofit Membership Association based in the State of Tennessee. EMA is dedicated to enhancing public safety by improving its valued members preparedness for emergencies, disasters, and threats and other unforeseen emergency's.

Visit [www.EMAmember.com](http://www.EMAmember.com) for more information. EMA also provides valuable information on Facebook @ [www.facebook.com/EmergencyManagementAlliance](https://www.facebook.com/EmergencyManagementAlliance).

### ***How Much Coverage is available & How Much Does a Value 20 Life Benefit Plan Cost?***

The Group Term Life Insurance included in an EMA Value 20 Membership plan can provide financial security for members and their families. Value 20 Life provides each covered member with \$20,000 Term Life coverage. If the Family option is elected, members Spouse is covered for \$10,000 – Dependent Children up to Age 26 are covered for \$5,000. Policy Terms, Conditions, Exclusions, Limitations & Benefit Age Reductions apply. An individual's Monthly Cost for the Value 20 Life plan is fixed for the life of their participation and will NEVER increase due to age. Members monthly pricing is as follows:

- **Age 18 – 74: Single Member: \$59.95 per month - Family Option - \$89.95 per month**

**Members also pay a One – Time Activation - Enrollment Fess of \$25.00 with their 1<sup>st</sup> – initial payment.**

### ***Can I be Declined or Denied Coverage with Value 20 Life membership plans?***

**EMA Members and dependents DO NOT QUALIFY for Term Life Insurance Benefit / Coverage if they answer YES to any of the following qualifying questions at time of enrollment.**

- “Has the enrolling member or enrolling spouse or child been diagnosed as Terminally Ill”?
- “Is the enrolling member, spouse or child confined to a Hospital, Hospice Facility or Assisted Living Facility”?
- “Is the enrolling Member Unable to Work a minimum of 20 hours per week on a regular basis”?

**If the applying Member or Dependents can answer NO to all the above questions at time of enrollment, they Qualify for the GI Term Life Benefits offered in this membership package.**

## ***Can Anyone Become a Member and Receive the Value 20 Life Term Life Insurance Benefits?***

Any individual age 18 – 74 who resides in one of the 48 open sales states and Wash DC is eligible to enroll and purchase Value 20 Life Membership with Term Life Coverage.

***See website for available states & eligibility questions.***

## ***Do Members Individuals Term Life Coverage & Benefits go into Effect Immediately?***

Members Value 20 Term Life Insurance Benefits **DO have a “Benefit Waiting Period”** as detailed under the “Terms and Conditions” as outlined in their membership application acknowledgements as well as their *Colonial Life & Accident Insurance Company Modified Group Term Life Policy Certificate*. EMA Members Death Benefit for natural cause death DO NOT go into effect until the 1<sup>st</sup> of the month following 11 months of continuous paid membership like a traditional “Individual Guaranteed Issue, Modified or Graded Life Insurance” policy. Accidental Death & Dismemberment (AD&D) benefits go into effect on the active date of the individual’s EMA membership. ***1 – Year Modified Death Benefit for NON-Accidental death.***

## ***What are Members AD&D benefit amounts?***

All members will receive Accidental Death & Dismemberment coverage as part of their Value 20 Life membership package. The AD&D benefit amount is equal to each members Group Term Life Insurance Death benefit amount. Please review the membership portal / Policy Certificate for list of Losses and Dismemberment benefit amounts / percentages.

## ***Do member applicants need to participate in a 3<sup>rd</sup> party verification call or e-signature process to purchase this coverage option?***

Value 20 Life applicants **DO NOT** need to participate in a 3<sup>rd</sup> party verification call at time of enrollment. EMA uses a “**Digital Signature Verification Process**” where the member applicant **MUST** verify their election of this coverage package AND affirm their responses to the “three (3) previously detailed participation questions”. This signature verify process is sent to the member via text message or email by the enrolling agents through the on-line application portal at time of application. This process takes less than 3 minutes while the applicant is on the phone with their agent. Member affirms questions, authorizes the processing of their initial and recurring payments, and digitally signs off on the process of their application. **Once this is completed the agent’s sales portal will activate the “SUBMIT” button so you can submit this app for process.**

## ***What if the member is technologically has difficulty with the “e-signature process”***

Not to worry – the members application and enrollment info will remain in the Agents back-office dashboard as an incomplete application. EMA administrators or the writing Agent can email the member applicant a paper version of the e-sign form for easy completion and return. For more details on this process, please contact Agent Support Team @ 1-800-319-3041 for more details or to request a copy of the e-sign paper acknowledgement form. Traditional paper enrollment forms available upon request.

## ***Does a members’ Monthly Cost Cover All Membership Dues and Life Insurance Premiums?***

**YES** – Members pay ONE (1) Total Monthly Cost (bundled membership package) that Includes all EMA Association Membership Dues, Administrative Service Fees, Merchant Services Fees (banking process charges) Agents’ commissions, Non-Insurance Benefits & Services costs, & ALL Term Life Insurance Premiums. Active Association Membership Required for Individual participation in the Term Life Insurance coverage.

### ***Do Members need to complete any additional forms to the Association / Issuing Carrier?***

**YES**— Following their on-line enrollment, Members will be sent the Colonial Life Beneficiary designation form as part of their Welcome email (attachment) and if is also available on every member's EMA Member Portal for easy access. Completed form can be submitted via fax, return email, or mailed directly to EMA plan administrators office for addition to the members file and delivery to the issuing insurer.

**NOTE:** Please review "Qualification Question / Statement #7" as posted to the members enrollment portal / on-line application. Agents are required to review each of the enrollment site statements / questions and digitally record their response on the application page at time of enrollment / application.

**IMPORTANT** – Members Policy ID Numbers will be issued by the Insurance Carrier **FOLLOWING** the members 30-Day Free Look Period. When completing the required Beneficiary Designation / Change Form **PLEASE LEAVE THE POLICY NUMBER(S) SECTION BLANK – THIS INFO WILL BE COMPLETED BY THE CARRIER. COMPLETED FORMS ARE TO BE RETURNED TO EMA / CALSTAR FOR PROCESS TO THE ISSUING INSURER.**

### ***Does this plan increase in price as an individual ages? Do Benefits Reduce with Age?***

EMA members Value 20 Life monthly membership costs **DO NOT INCREASE** as a member ages.

**Benefit Reduction Due to Age** - When a member turns **70**, their coverage reduces to 65% of the face amount in effect just prior to age 70. (**\$13,000**) When a member turns **75**, coverage reduces to 50% of the face amount in effect just prior to age 70. (**\$10,000**) Policies issued to individuals over age **70** initially are automatically reduced in accordance with the schedule above. Spouses experience the same reduction schedule, but it is based on the spouse's age.

### ***Who manages the EMA Value 20 Benefit plan and How Do Members contact them?***

EMA Value 20 Life plans are managed and administered by **the Associations TPA – CalStar Benefits**.

CalStar Financial handles all facets of the program management & administration including Plan Eligibility, Member Fulfillment, Member Billing / Eligibility, Remittance & Reporting, Agents' Commission processing, sales website administration and Member Services Support. **Contact CalStar Financial @ 1-877-247-8868**

**NOTE: Members monthly bank or Credit Card billing statements will reflect monthly member auto payments coming from Calstar Financial AN. Please advise applicants / members their payment for this program & coverage will be listed as detailed above.**

### ***What if I change my mind and want to cancel my membership and Term Life coverage?***

All Value 20 Life Members have a 30 – Day FREE Look period as part of their package. If for ANY Reason a member wishes to cancel (30 day Free Look) – they will receive a refund of any costs paid (NOT INCLUDING the One-Time Enrollment / App Fee) to that date. Premiums received AFTER the 30-Day Free Look period are not eligible for a full refund. All refund requests will be reviewed on a case-by-case basis after the 30-day Free Look period. Agents are asked to contact Member Services @ **1-877-247-8868** for additional or specific details.

### ***Where can I find More Information About This Guaranteed Issue Term Life Package?***

Visit [www.calstarbenefits.com/677823](http://www.calstarbenefits.com/677823) for more info / brochures.