

An Insider's Guide to Buying Life Insurance

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Table of Contents

Summary

Chapters

- I. Do you need life insurance?
- II. Is Term Life Insurance right for you?
- III. Shopping for life insurance online
- IV. What if I am diabetic or have a health problem?
- V. Selecting a company and Agent
- VI. Conclusion
- VII. Glossary

Summary

The concept of insurance is deeply embedded in the American way of life, whether it be car insurance, health insurance, or life insurance. Insurance works as a safety net in case a disaster or unforeseen circumstance arises in a situation where a large sum of capital is at stake. Life insurance is a necessity for anyone who has a family or dependents. While this is the case, the process of purchasing a life insurance policy can be very intimidating for any individual. A life insurance broker can provide a much-needed service of connecting an interested client to a policy and company that fits their needs or desires. There are numerous factors that come into play during the process of shopping for life insurance and the broker is responsible for evaluating every aspect of the case. From an ethical perspective, a broker must ensure that someone who is going through a sensitive time in their life is taken care of properly. We are here to alleviate the process of purchasing a life insurance policy as well as educate you, the client, on the advantages and disadvantages of different policies and finding the best one for your specific situation.

Chapter I

Do you need life insurance?

Upon entering the life insurance business in my early 20's, I was told the life insurance industry is the world's biggest lottery. There are hundreds of companies collecting billions of dollars and are betting you will live a long time. It is to your good fortune and theirs that most of the time they are right, but why should you pay for something that rewards you for dying? It seems there are millions of us who want to make sure our families and loved ones will be financially secure when we pass on.

In my 30 plus years in the life insurance business I have had the chance to speak with widows, widowers, children of parents who had little or no coverage, and those who were adequately covered. Money does not replace a loved one and is not a substitute for the grieving process. The difference is the quality of life that the survivors experience. Losing someone you love and depend on can be difficult and distressing, but added financial problems can make a bad situation much worse.

There are many debates about which type of life insurance policy is best, but the two most important questions are:

1. How much coverage do you need?
2. For how long do you need it?

Some people need a large amount for a set number of years, while others require a smaller amount for their lifetime, and some should have a combination of the two. If you have a young family, it is advisable to replace ten times the income of the breadwinner(s) and cover your largest debt such as a mortgage. This can be over the million-dollar range for many. Those with grown families may not need as much life insurance coverage but may want to make sure their spouse, business partner, church, or charity is taken care of or contributed to when they die.

There are many choices when it comes to buying life insurance, and it would be a mistake to favor one type of policy over another in all situations. Circumstances are different for everyone and that is why there are specific policies for different needs.

Chapter II

Is Term Life Insurance right for you?

In general, there are two types of life insurance coverage:

1. Term life insurance
2. Permanent life insurance

As the names suggest, term life insurance covers only a specific amount of time, while permanent life insurance offers lifetime coverage. Term life insurance can be a valuable planning tool to assure that you get the amount of coverage you need for a specific length of time at a premium that fits your budget. Please understand though, when the term is over you either must try to find new coverage, pay incredibly high renewal rates, or convert to permanent coverage if your policy allows.

The conversion option on term life insurance can be critically important. Some policies allow you to convert to permanent coverage only in the early years of the term while others will let you convert up until the end of the term period or until you have reached a certain age. Why is this important? Under the conversion option, you can move all or part of your coverage to a new policy without having to qualify medically or otherwise. That means there are no physical, medical, or financial questions in order to qualify for the new policy. The insurance company is contractually obligated to allow conversion to permanent coverage under the provisions of the policy.

Let's say you are in the last year of a \$500,000 twenty-year term policy and you have just survived cancer. Your policy is at the end of the term and your annual premiums are going from \$350 per year to a rate of \$8000 per year and increasing each year after that. Cancer survivors generally have to wait six to eight years before an insurance company will consider insuring them on a new policy at the standard risk category.

If you have a company that allows you to convert to any of their permanent policies, you may be able to convert to a level premium plan that is around \$6500 per year if they offer a competitive permanent policy. The policy holder could also

convert a smaller amount of coverage to fit their budget. Typically, the minimum amount that can be converted is \$50,000 to \$100,000 of coverage depending on the company.

That is why it is important to know what the conversion options are and what the company practices are regarding which policies they allow you to convert to. Most companies only allow conversion to their most expensive permanent plans while there are a few companies that are more liberal with this practice.

It would be a good idea to ask the agent selling the policy what the conversion options are and how competitive that particular company's permanent policies are compared to others. Most companies only offer their least competitive plans for conversion but there are a handful of companies that allow conversion to any of their permanent plans that are competitively priced.

Don't be surprised if an agent is unsure of this information as most agents focus on the immediate sale and usually won't bring this up as a topic. In fact, many agents pay no attention to this benefit and could end up selling you a plan that you will regret later. I have found that it may be more cost effective in the long run to pay a few extra dollars with a company that has better conversion policies available versus one that has limited or no conversion options. In fact, some companies will charge an additional premium to extend the conversion period to the end of the term.

Some people may have been advised or think that when they are older, they should not need any life insurance if they have saved enough money and have sufficient assets. After 30 years in this business I can assure you that most of our clients still either need or want life insurance when their term coverage runs out. When we are young it's easy to picture ourselves as healthy, wealthy, and wise as we get older, but the reality is things happen that we can't anticipate and there are many benefits to having life insurance from a tax and financial planning perspective as we get older.

I have personally helped hundreds of our clients who ended up needing or wanting to use the conversion option on the term policies. Having that option made a tremendous difference to them and their families.

One of the best benefits of having life insurance is the payment to your beneficiary or beneficiaries is free from state and federal income tax. This is a huge benefit compared to having to liquidate retirement plans, sell real estate, or tap other

investments that could have significant tax consequences for your family. Some life insurance plans also have living benefits that will pay you while you are living for a critical illness or if you need long term care for a chronic illness. I will cover this topic in more detail later as there have been many changes to life insurance plans that offer accelerated benefit riders.

There are many options for term life insurance these days. The most popular term policies lock in rates for twenty or thirty years but there are also ten, fifteen, twenty-five, and even thirty-five, and forty year term year plans available. The longer period you choose, the higher the premium. The reason term insurance is cheaper than permanent coverage is because the insurance companies know there is a much smaller chance that they will have to pay a claim. The longer the period, the more likely you are to keep a policy, thus increasing the risk to the insurance company.

Some people have the misconception that term insurance isn't profitable and that insurance companies don't like selling it. This could not be further from the truth! Term insurance is extremely profitable because so few die during the term of the policy. According to the latest Social Security mortality tables, the average lifespan of a male or female who has lived to age 30 in the United States is over 77 for a male and over 80 for a female. You would be hard pressed to find a term policy that covers you well into your eighties and yes, many people in their eighties still want life insurance.

What about Permanent Life Insurance?

Now we move on to permanent coverage- so many choices and so much confusion. There are five types of permanent life insurance that I will discuss here:

1. Whole life insurance
2. Universal life insurance
3. Variable life insurance
4. Indexed universal life insurance
5. Final Expense life insurance

In general, I have often found universal life and indexed universal life are the lowest cost options for permanent life insurance. Here I will explain how these types of coverage work and the costs and benefits of each.

Whole Life Insurance

The standard of the industry for over 100 years was whole life insurance. With whole life insurance, premiums are guaranteed to stay the same for the life of the insured. The main problem with whole life insurance is that it is generally too expensive. Most young families cannot afford to get adequate amounts of coverage on the breadwinner with whole life insurance. In my opinion and experience, whole life insurance is not the most economical way to buy life insurance; it lacks the lower pricing and flexibility of universal life.

Some agents present whole life insurance as an investment based on dividend projections, but this can be misleading. Dividends on whole life insurance are not like dividends on a stock or mutual fund. They are simply a return of some of the premium that the insurance company overcharged you in the first place. Dividend paying life insurance policies (participating) are ALWAYS more expensive than non-dividend paying policies (nonparticipating). My advice is not to trust those dividend projections because they are completely dependent on what the insurance company's board of directors decide to do. In every case I have seen in 30 years the insurance company did not live up to those projections.

Universal Life Insurance

Universal life is a type of permanent life insurance that allows the insured to change their premium and coverage amounts based on how long they want the coverage to last. Universal life policies from the 1980s to early 2000s had left some consumers with a bad experience when agents and companies were selling policies predicting unrealistic rates of return on the cash values and under-funding the policies. As a result, interest rates went down and people who thought they had a level premium for life discovered that they now had to pay more to keep the policy in force. It is easy to blame the insurance company and even easier to blame the agent who sold it, but the policyholder is responsible to read their statements every year and try to understand what is happening. If they don't understand, they need to ask questions. One of the most important things a consumer can do is request an "in-force" statement from the insurance company asking to see how the policy will perform based on the current status. This way you can see which direction your policy is going and take action before it is too late.

Some companies now offer **guaranteed premium universal life insurance** at attractive rates. This is accomplished by adding a guaranteed premium rider to the

policy. The rider guarantees that premiums will never increase no matter what happens to the interest rates or how the cash value account performs in the policy. In my opinion, this is the best way to buy permanent coverage. It is much cheaper than whole life insurance and locks in a premium for a longer period than term insurance. In reality, it is a lifetime term policy. It offers coverage for the rest of your life at a guaranteed level premium, not just twenty or thirty years. You can also set a premium schedule to have a guaranteed paid-up policy by a certain age or period of time. This can be helpful to people who don't want to pay for life insurance when they retire but still want to have coverage.

Variable Life Insurance

Variable life uses the same concept of universal life but invests the cash values in separate accounts similar to mutual funds. The problems with variable life can be numerous. The first problem is that the premiums on variable life are not guaranteed for more than ten or fifteen years. This means that if the funds don't perform well, you may have to put more money in to keep it going. Variable life also has expenses that can have a negative effect on the policy, especially if the values of your account start to go down due to stock market volatility. Every month, the insurance company deducts the cost of insurance for the face amount of the policy and other fees. If the value of the shares in the account goes down, they have to sell more shares in order to pay these insurance costs. As the policyholder gets older, the cost of insurance goes up and, again, more shares need to be sold in order to cover these costs.

Because of this dynamic, you can lose a significant amount of cash value in a short period of time with a variable life policy, and the policy itself may not recover unless additional premiums are paid. People are usually buying life insurance because they want something that is guaranteed, and variable life does not provide that.

Indexed Universal Life Insurance

Indexed universal life seems to solve the problems of variable life and can add the security of a premium guarantee. Instead of investing the cash value into mutual fund type accounts, the policy typically offers several stock indexing accounts.

With these types of accounts, there is a moderately high upside and no risk of loss. For example, if an account has a good year, the returns can be above average range and you will not lose previous years' gains due to a market decline. My clients who have purchase these policies have not lost any money due to stock market volatility, and many have called to thank me. If your goal is to accumulate a larger nest egg via life insurance with the idea of using this money to supplement retirement or help fund a child's education, then this can be viable vehicle to use.

Another advantage of universal life is the flexibility of premium payments. You can pay more or less into the policy depending on your goals, and you can also lower the death benefit (thus lowering the cost) without having to cancel the whole policy. With the economic downturn from 2008- 2011, many people called me to see what their options were with their policies. Those who had policies for at least a few years were able to skip premium payments for six months or more without the risk losing their coverage. That option is not available with term insurance.

Accelerated Benefits Riders and Hybrid Policies

An accelerated benefits rider is an exciting new feature offered on some term and permanent life insurance policies. These riders allow the insured to access the death benefit while they are living to help pay for expenses related to long term care, critical illnesses like cancer, strokes, ALS, heart attacks, or even a terminal illness.

The way this works is you trade some of your death benefit while you are living for a somewhat smaller payout versus having to die to collect. There are many reasons why it would be worth collecting some money after experiencing a critical illness or during a chronic illness.

For example, if you have a policy with a chronic illness or long term care benefit, you could access either a percentage of the death benefit or a specific dollar amount per year if you qualify for the benefits. The benefit triggers are the same as a typical long term care policy. If you are incapable of performing two or more activities of daily living (bathing, continence, dressing, eating, toileting, or transferring) or have severe cognitive impairment you may be able to access these funds. If you have a \$250,000 life insurance policy, typically you would be able to accelerate \$60,000 per year or more against the policy for long term care needs. This may be discounted to \$50,000 because you are taking the money before you die, but if you need the money while you are living, it may be well worth it. In

some cases, it can be better to get something significant now versus having to wait to die to collect later.

These plans are becoming more popular because long term care insurance has become expensive and fewer companies are offering stand-alone long term care coverage.

Another advantage of covering this risk on a life insurance policy is if you never need the long term care or chronic illness benefit, at least your beneficiary will receive the death benefit when you die or you can cash it in for the cash surrender value. Some policies even offer a premium refund feature.

In the past ten years Hybrid Life/Long Term Care policies have evolved to help solve the problem of disappearing long term care policy choices. These plans usually require a larger single premium and have the typical daily or monthly LTC benefit for a certain number of years and offer inflation protection riders and spousal discounts. These policies often include a full or partial return of premium benefit along with a death benefit. For more information on Hybrid Life/Long Term Care policies go to www.hybridpolicy.com .

If you have a critical illness rider on your life insurance policy you would be able to collect money for conditions like a heart attack, cancer, stroke, or major organ transplant while you are living. I have read about cases where the insured person was able to use accelerated money from the life insurance policy to get a life-saving treatment or procedure that wasn't covered by health insurance. Now that's what I call a REAL life insurance policy.

In most cases the insurance company will waive all or part of the premiums on the policy while you are receiving benefits, also guaranteeing that you will still have some life insurance left over even if you use up the long term care or critical illness benefit.

These benefits are only available on small number of policies, but it is certainly worth investigating. Some so-called consumer experts have completely ignored these benefits on life insurance policies or discounted them as gimmicks, but I can share some real-life stories of where these benefits have made huge difference for our clients and their families.

A few years ago I had a call from a client's sister who was acting as Power of Attorney for my client, as he was diagnosed with dementia and Parkinson's disease

at the age of 67. She informed me that Medicaid had instructed her to cash in his \$200,000 life insurance policy that had a cash value of \$6000. He had been paying \$200 month for the past 12 years and that policy was issued about the time when the insurance company had added a chronic illness rider to their policy.

I confirmed that the benefits were available, and he was immediately able to get about \$40,000 accelerated on his policy and the premiums waived. I was happy to inform my client and his sister that he did **not** have to give up his policy and that he also could keep his house and the rest of his assets that Medicaid was trying to take away. He could file a claim every year for the next four years and the benefit would be higher each year.

Once they heard this good news, my client started crying and said to his sister “I finally did something right”. Some “gimmick” huh? This enabled his family to start to transfer assets out of his name and he could eventually qualify for Medicaid benefits as they have a descending five year look back period for asset transfers.

If my client uses all the chronic illness benefits on the policy, there will be a paid-up residual life insurance policy for \$12,500 and Medicaid can't touch that. If he dies before using up all the chronic illness benefit the insurance company will pay the balance of the unused portion of the death benefit.

This experience has taught me how important it is to have a competent agent who cares enough to ask questions. If I had not been involved in the conversation, this client would have given up all the assets he worked hard to accumulate during his lifetime.

Chapter III

Shopping for life insurance online

If you use the internet to shop for life insurance, it is very important you understand the differences between the websites that will be listed in your search results. Many of the listings will be advertising links for sites that sell your personal information to multiple lead generation companies that in turn sell that information to multiple life insurance agents. In fact, some of the big-name companies that will be listed at the top of the page will just sell your information instead of trying to sell you a policy. Now isn't that scary?

What happens next is you will be called by at least five or more sales agents for the next several weeks. And what makes this worse is some lead generation companies will sell your information over and over for the next several months or years!

Unfortunately, there are no government agencies that seem to think there is anything wrong with this behavior and have allowed marketers of all kinds to abuse the personal information people disclose online when requesting information.

The way to tell the difference between a site that will let run your own quotes without selling your information and a lead generation site is the quoting site should say "instant quotes" and will not ask for your contact information unless you complete an application request or quotes assistance request.

You should be able to view the quotes before you request more information or apply. If they don't show you rates after you put you date of birth, height and weight, and zip code or state, the chances are you are on a lead generation site.

Our website allows you to run quotes from the top life insurance companies without any pressure. The domain address is www.deightonfinancial.com.

See for yourself how a consumer-friendly site works and most importantly we will never share or sell your information. Disability income insurance quotes are also available by request.

Getting accurate quotes

As mentioned in the previous section it is easy to get a quote if you land on an “instant quote” website. But beware - most folks assume they are in the best underwriting categories that carry the lowest pricing when in fact only ten to twenty percent of the public will qualify for those rates. With some companies this percentage is even smaller. Make sure you input your height and weight and any nicotine usage honestly to get an accurate quote.

If underwriting your policy goes beyond providing the basic information, the experience and knowledge of an excellent life insurance broker can be invaluable. Having comprehensive understanding of how the different companies underwrite different risks can save time and money. There can be over fifty different criteria that life insurance companies use to determine a risk class, and each risk class carries different pricing.

I recently had a request for a quote where the client’s father and brother were diagnosed with heart disease in their 40’s. With most companies, that fact would have kept him out the best underwriting category. I found him a competitive policy where the family history of heart disease diagnosis wasn’t an issue. The difference was that he qualified for a policy for \$700 per year that otherwise would have been \$1200 with every other carrier.

Watch out for the bait and switch tactics some agents use. Any agent can quote a rate but getting that rate for the client can be another story. Some agents try to get an application commitment from the client by over promising or always quoting the preferred plus rate classes knowing that the client won’t actually qualify. The agent hopes the client will just take the policy at the higher rate when it is issued so they don’t have to go through the physical and application process again. What a huge waste of time and money! If you have any doubts about the validity of a quote, ask your agent to provide you with a copy of the underwriting guide that shows the height and weight range and other criteria for the different underwriting classes. This can save you an enormous amount of time and aggravation.

Finding an agent who will underwrite your policy as much as possible up front is very important. The key is the number of questions they are asking you. If they don’t ask many questions, the chances are they aren’t doing their homework and you will end up paying more than you have to. It is also your responsibility as a

client to be honest with the agent about your medical, personal, and family history. The agent cannot give you an accurate quote if you withhold information.

Naming beneficiaries and ownership of life insurance policies

Two of the most important parts of setting up your life insurance are how you set up the beneficiaries and ownership of a life insurance contract. How you set up the beneficiary or beneficiaries on your policy can determine how easy or difficult it will be for them to collect on the policy if you die while the policy is in force.

Life insurance companies are now required to collect specific information on beneficiaries so the company can contact the beneficiary should the insured die without the beneficiary's knowledge.

There was a time when life insurance companies were not required to check to see if you were still alive or seek out beneficiaries if they found you had passed away. Now life insurance companies are required to check the social security database every year to see if you are still living. If they find that you are deceased, the insurance companies are required to find your beneficiary or beneficiaries and pay the claim.

In most cases, a person will name their spouse as primary beneficiary on a life insurance policy as that is the person who would be most affected by a person's death. There is also an option to name a contingent beneficiary or beneficiaries should the insured person and the primary beneficiary die simultaneously in an accident.

Many people name their children as contingent beneficiaries on their life insurance policy with the best of intentions but naming a minor child on a life insurance policy can be problematic as children cannot receive nor own assets in their own name until they are a legal adult and in most states that would be 17 or 18 years of age.

In these circumstances, the proceeds are held up until a legal guardian can be appointed for the child or children. This can take several months or longer as some people die without a last will and testament or other legal estate planning document to state who would be the guardian for the child or children.

Conflicts can ensue between families of both the insured and the now deceased beneficiary that could hold up the life insurance proceeds. Once you have children, it is important to have a last will and testament or a revocable living trust. In these documents you can specify who would be guardian for the children and even how much money is to be set aside their college or vocational education.

If you have a parent, sibling, or other close family member you trust, you can name that person as custodian for the child under the Uniform Transfers To Minor's Act in the state where you are located. In some cases, naming a revocable living trust as contingent beneficiary is appropriate.

Who you name as owner of a life insurance policy will determine who has control over the beneficiary designations, payment of the premiums, or changes made to the contract. More than one person can be named as a co-owner of a life insurance policy. If the primary owner becomes incapacitated, the co-owner would be able to make the premium payments or make changes to the policy.

We have seen situations where the insured made someone other than themselves the owner of the policy and then that person died. It can be difficult and expensive to obtain ownership of a policy if a deceased person is the owner, especially if they die without a will or living trust. If the insured is named as contingent or co-owner of the policy this problem is easily solved.

Business uses for Life Insurance

There are several reasons why a business would be the owner or beneficiary of a life insurance policy. Some businesses use Key Employee coverage to protect the company if an important employee were to die and cause a major financial loss to the company. The funds from the policy can be used to keep the company afloat until a replacement can be found and put in place.

There are also Buy/Sell agreement policies between partner's or shareholders of closely held companies. The proceeds from these policies are used to buy out the partner or shareholder's interest in the company and pay those funds to the partner or shareholder's spouse or descendants instead of their family inheriting a percentage of the business. It is important to reevaluate the estimated worth of a business periodically to make sure the coverage is in line with the value of the business as business valuations can fluctuate significantly.

Chapter IV

What if I am diabetic or have a health problem?

As far as life insurance is concerned, there is good news for diabetics and folks with other medical histories. If you control your blood sugar with medication or diet, you can qualify for a good rate on a life insurance policy.

There are several companies that will now offer a standard rate for Type II diabetics who keep their A1c number under 6.0, even if they are on medication.

There are also companies that will make reasonable offers for people who have had heart disease, cancer, rheumatoid arthritis, or other serious illnesses that may have once been considered uninsurable.

By inquiring with many companies, I have been able to get decent offers for many clients who had previously been turned down or told by other agents that they were uninsurable. Some companies are better at insuring certain types of risks than others, so it is best to find an agent who has the resources to complete these kinds of inquiries with a broad range of companies.

I recently was able to help a client obtain a \$2,000,000 term policy even though he had a heart valve replacement three years prior. We frequently use a strategy of having a client apply for the best two or three possible life insurance company offers simultaneously and see which company will make the best offer. This strategy has saved our clients thousands of premium dollars.

We recently had a client with Crohn's Disease apply for \$10,000,000 in coverage with three companies. Two made standard health pricing offers and one made a standard plus, or next best pricing category. Once I informed the other two companies of the standard plus offer, one of them improved their offer to the preferred or second-best overall pricing available.

The net results were that I saved the client \$3,000 a year in premiums over the original best offer. This is why using an experienced life insurance broker who is willing to go the extra mile will save you time and money.

No Exam Life Insurance

There are now more companies that offer life insurance without requiring a physical exam. They fall into two categories and I will describe the first type here:

Several companies will now try to underwrite policies by completing a customer interview and run a mini background check that will include prescription, driving, financial, and legal histories, and also MIB (Medical Information Bureau) report, which is a reporting agency that keeps digital files of people who apply for life, disability, or long term care insurance.

If a person applies for coverage and is declined there will be a code on the MIB report that reflects that result. There are also codes for other actions or information that can indicate drug use, nicotine use, medical conditions, and substandard rating offers by life insurance companies.

This is a new type of underwriting and is usually limited to \$500,000 to \$7,000,000 in coverage depending on the company. This gives people the opportunity to skip the exam and labs if they qualify based on medical history disclosed and background check.

With one of our companies, we are seeing about 50% of the people that apply for these programs get approved without the exam and blood test requirement needed for most plans. The average for most companies is 10-20% getting approved without labs.

The main advantage of this type of underwriting is many people will qualify for the preferred plus and lowest priced underwriting category without the exam or blood test. In the past this option was not available. With the Covid-19 pandemic this has been a tremendous service we have been able to provide for our clients.

The second type of No Exam coverage works this way:

First, coverage is limited to \$150,000 to \$1,500,000 depending on the company. The premiums on these plans are thirty to fifty percent higher than fully underwritten plans but bypass the blood test and physical required by most companies. This doesn't mean they will not get your medical records or ask any questions. They all run a MIB report to see if you have been rated or declined by other companies and if so, will also decline your application.

If you want to apply for this type of No Exam policy, it is to your advantage to have an agent assist with the application process. All it takes is one incorrect answer and the application will be declined.

Because the insurance company is strongly relying on reports generated by prescription databases and other sources, leaving out pertinent information will cause the company to decline the application in many cases.

One company we work with has indicated that 40% of their applications are declined and mainly because the applicant left out important information that was found on the Rx Database, DMV report, or other information found on the background check.

I have found that companies that offer this kind of policy can be at the lower end of financial ratings. Exposure to blood-borne diseases such as HIV and hepatitis C are prevalent throughout our society, and these companies will surely be hit with claims related to these conditions in the next twenty years. Because they are insuring a riskier group of people, they must charge more.

In any case, if you don't want to complete a physical or blood test, one of these plans will make sense for you. One of the worst things you can do to your family is to go without life insurance. These kinds of coverage are easy for people who tend to procrastinate because of the physical required by most plans.

Final Expense Insurance

There are some companies that offer guaranteed issued life insurance or FINAL EXPENSE plans. These policies are the most expensive and have very limited actual coverage the first few years.

If the insured dies in the first year, the company will not pay the face amount but will refund the premiums paid. In subsequent years, the amount payable increases to a point where they will eventually pay the full death benefit.

I recommend using caution when purchasing this kind of coverage. If they don't ask any medical questions or require a blood test or physical, BEWARE. Like the old saying goes if it sounds too good to be true it probably is.

Chapter V

Selecting a company and agent

Another thing that is often overlooked by agents is the quality of customer service some companies provide and the safety of the companies. This is where cheapest isn't always the best option. When I run a comparison quote for a prospect, I generally look at the top eight companies in terms of price. Invariably there will be two or three companies that I try to avoid because their customer service is bad, or their underwriting is not competitive or efficient.

I will write the policy if the client insists, but I try to warn them about the length of time it will take and how inflexible the company can be when it comes to underwriting decisions. Some companies can take up three months to make a final decision on a policy. Because they are offering a bottom-line product, they are usually understaffed in the underwriting department and will not communicate directly with the agent.

This leaves a communication void between the agent and the underwriter that can result in many delays and ultimately a higher rate for the client.

There is no reason it should take more than two weeks to underwrite a policy if there are no medical records needed. If the underwriting department doesn't function efficiently, then the rest of the company service may fall short as well.

Sometimes it is worth spending two or three dollars more per month to go with a company that is financially stable and will provide better service. After all, do you really want your spouse to have to deal with poor service or a company that is insolvent when it's time to file that million-dollar claim? I didn't think so. That's why it is critical to deal with an agent who understands what is happening with the management of the different companies in this business.

Selecting an agent

Lastly, the type of agent you choose will probably determine the price you pay for life insurance. In general, there are two types of life insurance agents:

1. 'Captive' or company agents
2. Insurance brokers

'Captive' or company agents generally can only provide products for the particular company they sell for, with few exceptions. Realistically, no one company will have the best policy for every person all the time.

If you go with a captive agent, you are limited by their scope of knowledge about their own product and services. Companies that sell mainly property and casualty insurance (homeowner's and auto) usually don't offer competitive life insurance. They don't have to. They know people will buy from them out of convenience or because they think that they will get better service if they bundle their coverage together.

I can't tell you how many sales I have made when Down On the Farm Insurance Company (not a real company) cancelled the auto coverage because of a claim and now the clients would like to change everything. They are shocked to learn they have been paying too much for their life insurance all along!

Insurance brokers are agents that generally represent at least five or more companies. Most take the time to ask all the important questions that will enable them to find you a policy that is competitive but will also provide excellent service.

State insurance departments now have websites that will allow you to view an agent's record and which companies they represent. Many agents like myself, are licensed in multiple states and do business via internet leads and referrals.

We rarely meet our customers face to face but are still able to provide excellent service with highly rated companies. In fact, I have learned that most people prefer to do business this way because they are busy and find it more convenient. It is quick and easy, and if you don't like the way it's going with an agent you can just hang up and try someone else. Here are actual unsolicited messages I recently received from some new clients:

Bob and his team are fantastic! They assisted me in securing a life insurance policy. They explained the different policies and helped me get the perfect policy for me. They were great at responding to emails and communicating updates during the application process and getting the policy in place. Even though I was in a different state, I personally found it was just as easy to work with him as it would've been to go to an office location. I'd highly recommend contacting them if you are searching for a high-quality resource when searching for term life insurance! MM

When my insurance policy lapsed due to confusion after the COVID-19 outbreak, Bob went out of his way to help me find a way to get it re-instated. He has been professional and helpful throughout. WC

My experience working with Bob (from Deighton Financial Services) was outstanding. He is non-judgmental, has a kind demeanor and he is very easy to work with. He walked my husband and I through the process of buying life insurance and made the process as pain-free as possible. He even made recommendations about which company would be best suited for our health status and lifestyle. He is trustworthy and I will certainly refer my friends / medical colleagues to him. Highly recommend! NN

Hi Bob,

I received the policy today. Signed it and will be mailing it back tomorrow. I have to say that I really like the way you do business, Even though you're in a different location, I've have more success with your services than some of the local businesses surrounding me.

Last, what other financial services do you offer?

Thanks,

DW

Hi Bob,

I just wanted to thank you for taking care of my insurance needs. I am extremely happy with your service.

I must say that I was very disappointed with couple of local agents that I contacted - they were more interested in selling me stuffs and services that were financially NOT appropriate to my situation.

Though I was not sure whether I wanted to deal with an agent who is not local, I am glad I did.

If any of my friends and colleagues are looking for insurance needs, I will absolutely recommend you. Thank you again. MC

Hello Bob,

Thank you very much for the excellent service you delivered in the past weeks. We were very pleased with the complete process to find a suitable life insurance for our needs with your help.

Thank you again and kind regards, Michael K

Excellent experience with Bob in helping me get life insurance. He was extremely knowledge, provided candid advice, and was available at all times to answer my questions and provide insight throughout the process. He came highly recommended and it clearly showed through his work ethic and how much he truly cares for his client's best interests. NB

Chapter VI

Conclusion

With the modern age of technology and information revolutionizing the way we live and communicate, it is the consumer who wins when they take advantage of doing business with an insurance broker.

Buying life insurance is one of the most important financial decisions you will make. There is no other product that offers so much benefit for such a small amount of money. It could determine whether your children can afford to go to college, your spouse is able to keep your home, or the family business is able to continue. If you have the chance to talk with a widow whose partner's life ended early, ask her whether life insurance mattered and she will say "absolutely!"

I hope this guide has been helpful. It was written out of experience and caring. Please contact me if I can be of service.

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Check out our videos on YouTube!
[Deighton Financial Services YouTube channel](#)

www.deightonfinancial.com

www.hybridpolicy.com

Glossary

Accidental Death Insurance- Pays only if the insured dies accidentally, subject to the limitations, terms, and exclusions of the policy.

Annual Renewable Term- Premium increase annually but death benefit stays the same each year.

Beneficiary- The person or entity named as the recipient for the proceeds of a life insurance or annuity contract.

Benefit Trigger- A qualifying event that would allow an insured to collect on an accelerated benefit rider on a life insurance, hybrid life/long term care, or long-term care policy.

Critical Illness- Heart attack, stroke, cancer, or major organ transplant.

Chronic illness- Inability to perform two or more activities of daily living (bathing, continence, dressing, eating, toileting, or transferring) or have severe cognitive impairment due to an illness or injury.

Cash value- Amount of money available for loans, withdrawals, or at surrender of a policy. It is the savings account that accumulates in permanent life insurance or ROP Term.

Contingent Beneficiary- The secondary or back up person or entity to receive proceeds of a life insurance or annuity contract if the primary beneficiary is deceased at the same time as the insured on the contract.

Convertible Term Life option- A provision in a term life insurance policy that allows the policyholder to change to a permanent policy without evidence of insurability, meaning no medical questions or exams. The new policy is not subject to a new contestability or suicide clause.

Decreasing Term Insurance- Premiums are fixed but the death benefit decreases each year.

Incontestability Clause- Provision in a life insurance contract that states that claims on the policy are contestable in the first two years of the contract if it is found the insured misrepresented or withheld pertinent information on the initial application. After two years the policy is considered incontestable.

Level Term life insurance- Premiums and death benefit are fixed for a certain period of time such 10,15,20,25, or 30 years.

Medical Information Bureau- Organization that life insurance companies use as a clearinghouse for information regarding an applicant's history of applications for life, long term care, or disability insurance. For more info click [MIB](#) .

Permanent Life Insurance- Forms of life insurance other than term or accidental death insurance. These include **universal, indexed, variable, and whole life**.

Return of premium (ROP) term insurance- Term insurance that guarantees to return all premiums paid at the end of the term if insured is still living.

Suicide Clause- Provision in a life insurance policy that states no benefits will be paid if the insured dies by suicide in the first two years of the policy and premiums will be refunded.

Underwriting- The process of risk evaluation by an insurance company.