

Producer Online Application System for Ancillary Group Products

JOB AID

Producer Online Application System for Ancillary Group Products



We are excited that you have decided to join our team! We are here to support and guide you through this process, and we look forward to building a productive business relationship.

This document has been designed to assist new producers as they complete the Producer Online Contracting Application process. The document provides step-by-step instructions that explain the application process from logging in and creating a password through submitting the application.

The document also includes multiple links and email addresses that can be used to quickly review Frequently Asked Questions, skip to specific sections of interest, and/or contact us if help is needed while completing the application.

To reduce the time needed to complete the application, we recommend that applicants review the Frequently Asked Questions prior to starting the application process. This will ensure that all needed information can be gathered prior to starting the application.

If assistance is needed while completing the application, the Ancillary Commissions team can be contacted via email at AncillaryCommissionsTX@bcbstx.com or by calling 800-352-3935

Insurance products issued by Dearborn Life Insurance Company, 701 E. 22nd St. Suite 300, Lombard, IL 60148. Blue Cross and Blue Shield of Texas is the trade name of Dearborn Life Insurance Company, an independent licensee of the Blue Cross and Blue Shield Association. Blue Cross®, Blue Shield® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Producer Online Application System for Ancillary Group Products

This document provides step-by-step instructions for the Producer Online Contracting Application process.

TAKE NOTE: There are two options that apply for producer contracting:

- Producer (Individual Producer only)
- Producer Entity Agency (Individual Producer and Agency)

This document has three sections:

- 1. Producer (Individual Producer Only)
- 2. <u>Producer Entity (Individual Producer and Agency)</u>
- Frequently Asked Questions

The Producer Online Contracting Application System can be accessed by going to www.bcbstx.com/ancillary/producer/prospective-producers

Reviewing the <u>Frequently Asked Questions</u> section prior to completing the application is strongly recommended. This section details all the information needed to complete the application.

To begin the application process, go to:

www.bcbstx.com/ancillary/producer/prospective-producers

Helpful Hints

Verify which application type to complete before starting the online application process.

Review the <u>FAQ document</u> before beginning the application process to ensure all the needed information to complete the application is available.

If assistance is needed during the application process, contact us at:

Phone: 800-352-3935

Email:

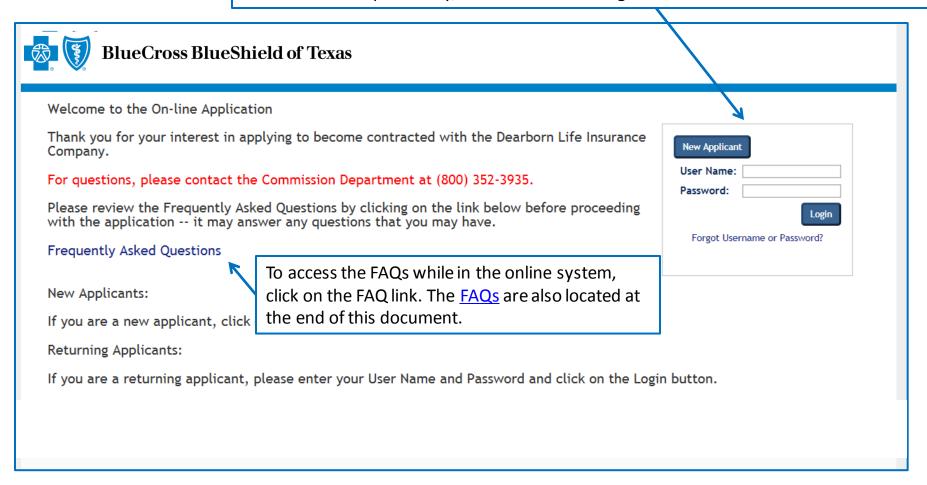
AncillaryCommissionsTX@bcbstx.com

Individual Producer Online Contracting Application System

Individual Producer Contracting Process for Ancillary Group Products

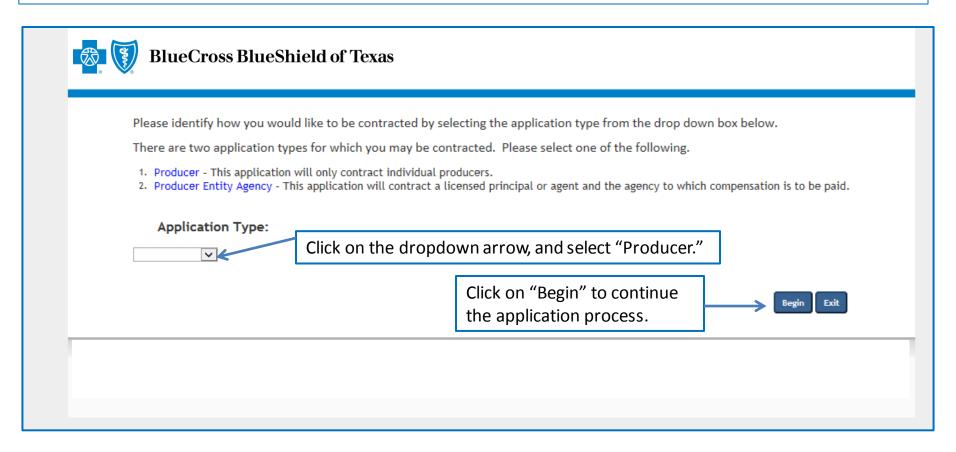
Individual Producer Application Process – Logging In

Click on "New Applicant" to begin the process. New users will be prompted to create a username and password. If returning to the system, enter the username and password that was created previously, and then click on "Login."



Individual Producer Application Process – Selecting Application Type

After completing the login process, the application type selection screen will display.



When the dropdown arrow is selected, there will be two options: (1) Producer and (2) Producer Entity Agency.

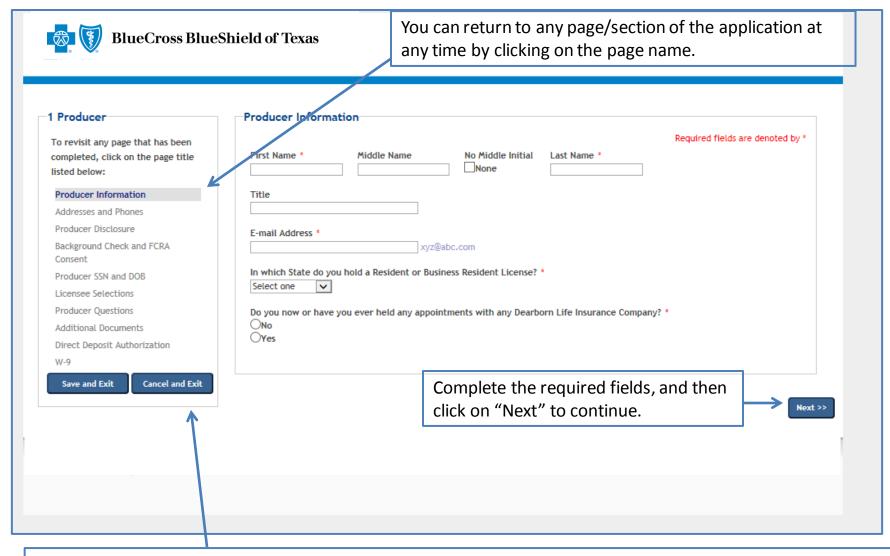
The majority of submissions are for Producer.

Individual Producer Application Process – Creating an Account

New applicants are required to create an account. Please Create a Login Account and Keep This Information indicates required fields First time users will be required to create a User Name and Password. You can stop and save your application at any time during the process and return within 30 days to complete it. Be certain to keep your login information in a safe place as you will need it to re-enter the application. Please note, any field marked with an asterisk (*) is a mandatory field. You can stop and save the application at any time during the process and return within 30 days to complete it. User Name: * (Your login name must be at least 6 characters long and contain no special characters) (Your Password must be at least 8 characters, must not contain your name, must not equal your username, and must contain 3 of the following: 1 upper-case letter, 1 lower-case letter, any 2 numbers, 1 special character.") Refer to the Frequently Asked Questions for detailed information on formatting your Confirm Password: * username, password and security code. Security Code: * (Please enter a 4 digit code. The code cannot contain 4 of the same or sequential numbers) Recovery Question 1: If you forgot your password, the security code and Where were you born? Answer1: * the answers to the recovery questions will be needed to log in. Recovery Question 2: What was your first car? ~ Answer2: * There are several options to choose from for recovery Email: * questions. Click on the dropdown arrow to choose the preferred recovery question(s), and then enter the correct answer in the answer box(es). Next >>

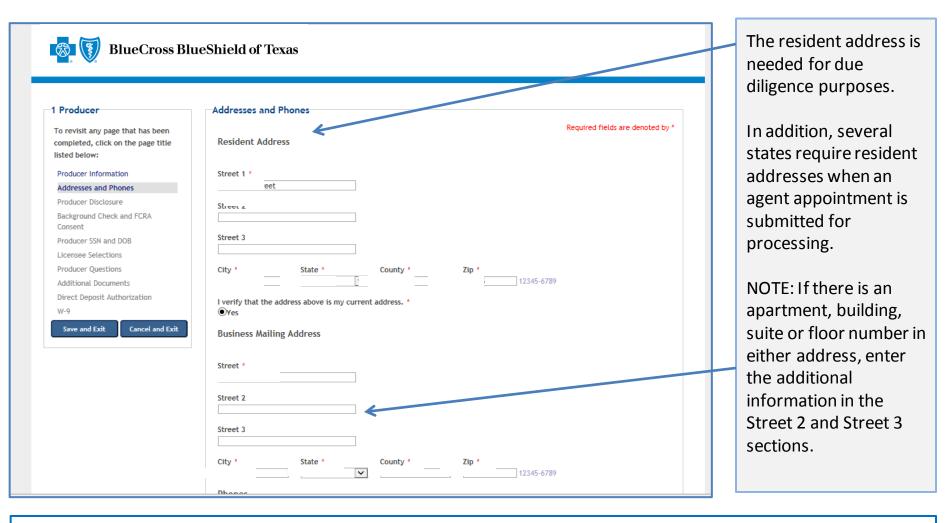
Once all the selections have been completed, click on "Next" to continue.

Individual Producer Application Process – Producer Information



IMPORTANT NOTE: Completing the application process can be paused (save and exit), stopped or cancelled at any time during the process.

Individual Producer Application Process – Addresses and Phones



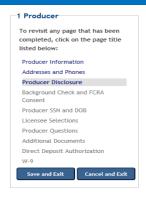
NOTE: The above is a partial screenshot of the Addresses and Phones screen information. This is where you enter your personal information. The business/agency information is reviewed on the next slide. See the next slide for the remainder of the addresses and phones information.

Individual Producer Application Process – Addresses and Phones (cont.)



At minimum, complete all the required fields (indicated by *). Once the fields on the Addresses and Phones screen have been completed, click on "Previous" to go to a prior screen, or click on "Next" to go to the next screen.

Individual Producer Application Process – Producer Disclosure



Read the Disclosure and

Authorization document,

and then click on "Agree"

and "Next" to continue.

Producer Disclosure

Required fields are denoted by *

DISCLOSURE AND AUTHORIZATION INVESTIGATIVE REPORT/CONSUMER REPORT EMPLOYMENT PURPOSES

I understand that as part of doing business with Dearborn Life Insurance Company (the "Company") an investigative report may be prepared. I hereby authorize the Company, including investigative services company under contract with the Company and acting on behalf of the Company, to conduct inquiries and obtain these reports. I authorize all persons, firms, and entities having information about me to give the Company all information that it requests. I release from liability all persons, firms or entities supplying such information to the Company, and I agree to hold the Company harmless and indemnify it from any liability, which it may incur as a result of conducting any of the inquiries contemplated herein.

I understand and agree that the investigative report may consist of consumer reports (including investigative consumer reports), criminal record reports, insurance department inquiries, and interviews with third parties such as former employers, financial sources, or others. These reports may include information as to my character, general reputation, personal characteristics, and mode of living. I may request, in writing, from the home office of the Company additional information as to the nature and the scope of this investigation.

- The Company may disclose to its affiliates or third parties, including agencies that assume any debit balance, any information about me whether or not such information was part of the investigative report received from other sources.
- . Before taking adverse action in whole or in part based on a consumer report, the Company will provide me with a copy of the consumer report and a copy of a notice of my rights under the Fair Credit Reporting Act ("FCRA").

I hereby authorize the Company to provide information concerning any past-due debt owed the Company to the credit reporting services to which it subscribes.

I understand that this disclosure and authorization is required by the FCRA and does not mean that, if appointed, my relationship with the Company will be that of employer-employee. Instead my relationship will remain that of an independent contractor.

These authorizations shall remain in effect for two (2) years from the date I sign this Disclosure and Authorization or for the duration of my appointment with the Company, whichever is longer. A copy or facsimile of this Disclosure and Authorization shall be as valid as the original. I have received a copy of a notice of my rights under the FCRA with this Disclosure and Authorization. and obtain these reports. I authorize all persons, firms, and entities having information about me to give the Company all information that it requests. I release from liability all persons, firms or entities supplying such information to the Company, and I agree to hold the Company harmless and indemnify it from any liability, which it may incur as a result of conducting any of the inquiries contemplated herein.

I understand and agree that the investigative report may consist of consumer reports (including investigative consumer reports), criminal record reports, insurance department inquiries, and interviews with third parties such as former employers, financial sources, or others. These reports may include information as to my character, general reputation, personal characteristics, and mode of living. I may request, in writing, from the home office of the Company additional information as to the nature and the scope of this investigation.

- . The Company may disclose to its affiliates or third parties, including agencies that assume any debit balance, any information about me whether or not such information was part of the investigative report received from other sources.
- · Before taking adverse action in whole or in part based on a consumer report, the Company will provide me with a copy of the consumer report and a copy of a notice of my rights under the Fair Credit Reporting Act ("FCRA").

I hereby authorize the Company to provide information concerning any past-due debt owed the Company to the credit reporting

that this disclosure and authorization is required by the FCRA and does not mean that, if appointed, my relationship with the Company will be that of employer-employee. Instead my relationship will remain that of an independent contractor.

These authorizations shall rem ect for two (2) years from the date I sign this Disclosure and Authorization or for the duration of my appointment with the Company, whichever is longer. A copy or facsimile of this Disclosure and Authorization shall be as valid as the original. I have received a copy of a harrier of my rights under the FCRA with this Disclosure and Authorization.

have read and understand the disclosure above.

Due diligence is required

on individual producers based on the producer's

state of residence. The

Authorization document

describes the purpose of

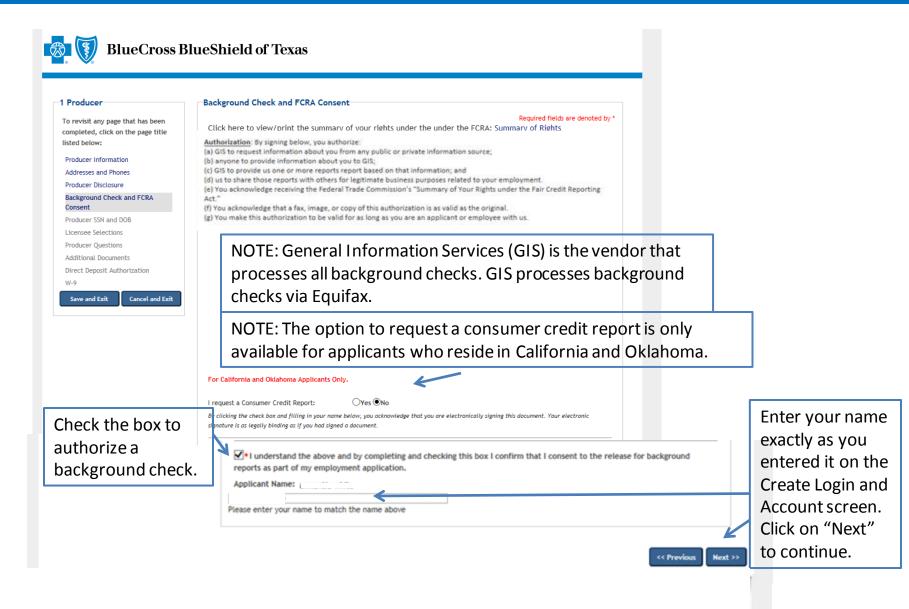
Disclosure and

the process that is

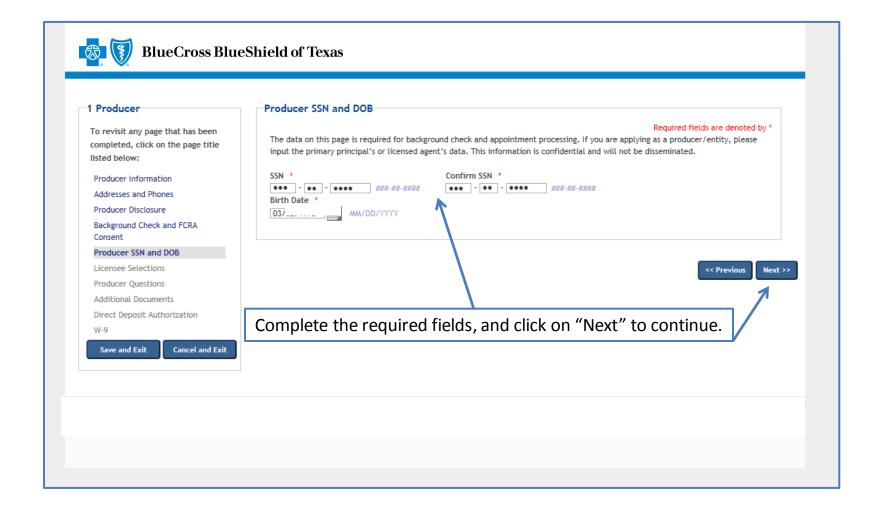
required.

surance Company, 701 E. 22nd St. Suite 300, Lombard, IL 60148. Blue Cross and Blue Shield of Illinois is the trade 🔞 2007 - 2020 Gene independent licensee of the Blue Cross and Blue Shield Association. BLUE CROSS, BLUE SHIELD and the Cross and

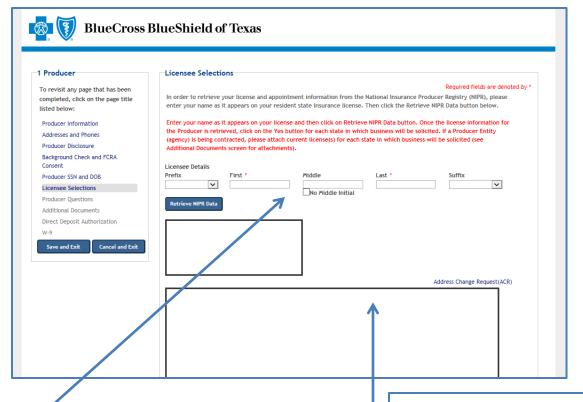
Individual Producer Application Process – Background Check and FCRA Consent



Individual Producer Application Process – Producer SSN and DOB



Individual Producer Application Process – Licensee Selections



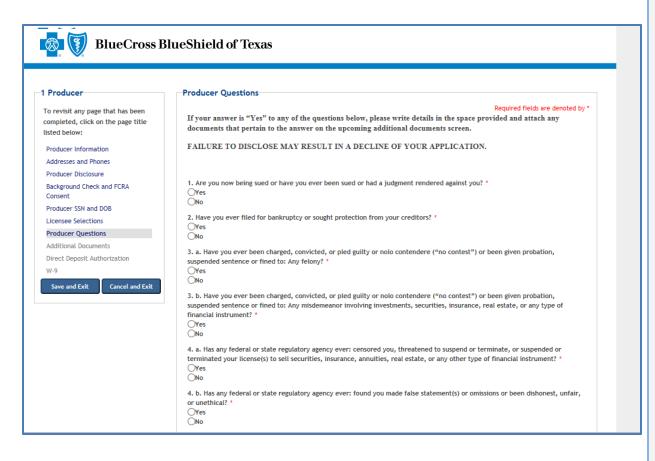
Selecting Resident State:

The list of states includes those that you can select for appointment. You should only select your resident state.

Non-resident appointments can be processed upon request by contacting the Ancillary Commissions team.

Enter the required information, and then click on "Retrieve NIPR Data" to view the license information. Information will display in the window. The NIPR information shows the active and inactive licenses for you as well as the insurance companies for which you have been appointed.

Individual Producer Application Process – Producer Questions



Producer questions must be completed to process the applications.

All questions must be answered. If any question is answered "Yes," a detail box will be displayed below the question so that you can provide more details and additional comments.

If needed, additional documents can be attached on the next screen, or they can be sent via email or fax.

Email:

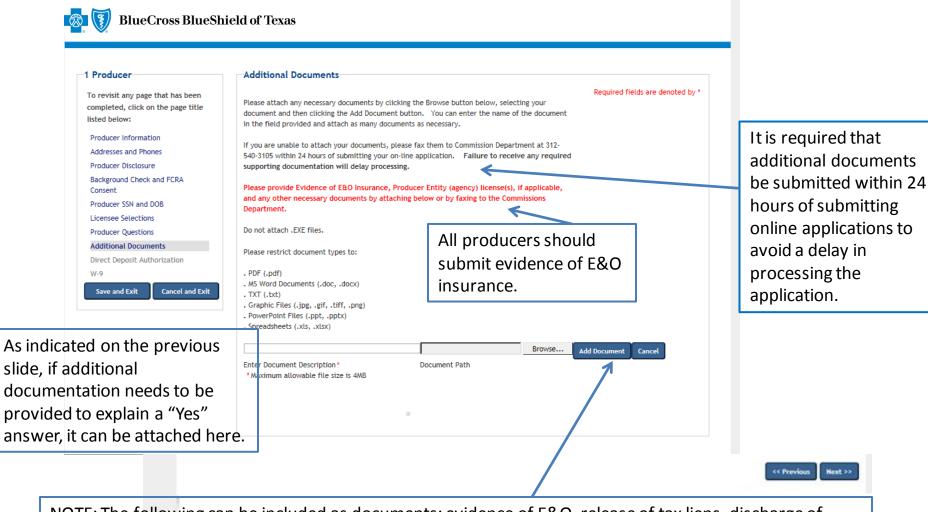
AncillaryCommissionsTX@bcbstx.com

Fax: 312-540-3105

There are a total of 11 questions. Once you have answered all the questions, click on "Next" to continue.

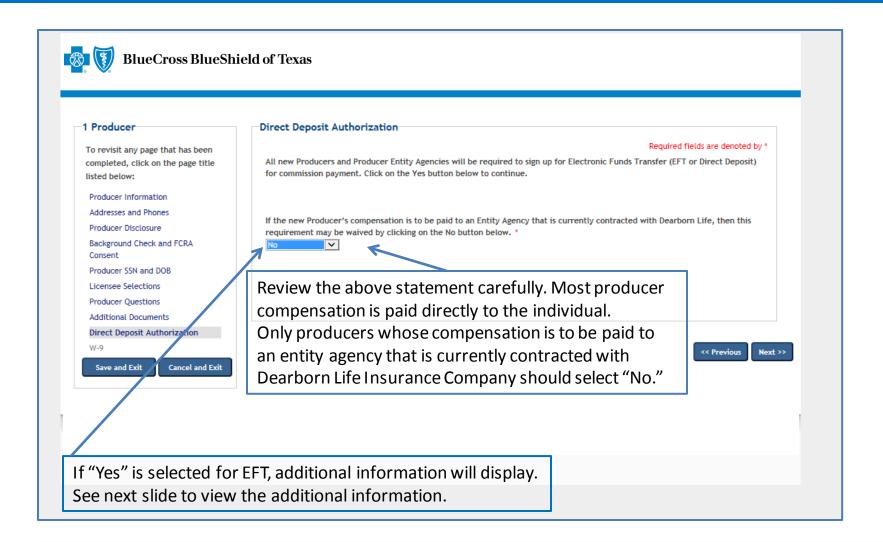


Individual Producer Application Process – Additional Documents



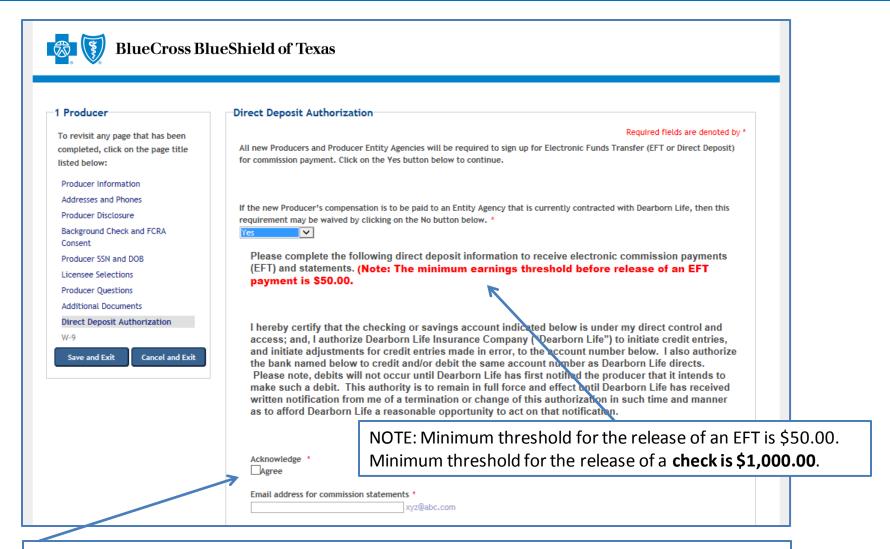
NOTE: The following can be included as documents: evidence of E&O, release of tax liens, discharge of bankruptcy and court records. Add the documents by clicking on "Add Document," and then select the document to be added. In the event a document cannot be attached, documents can be faxed to 312-540-3105 or emailed to AncillaryCommissionsTX@bcbstx.com. After all the information has been completed, click on "Next" to continue.

Individual Producer Application Process – Direct Deposit Authorization



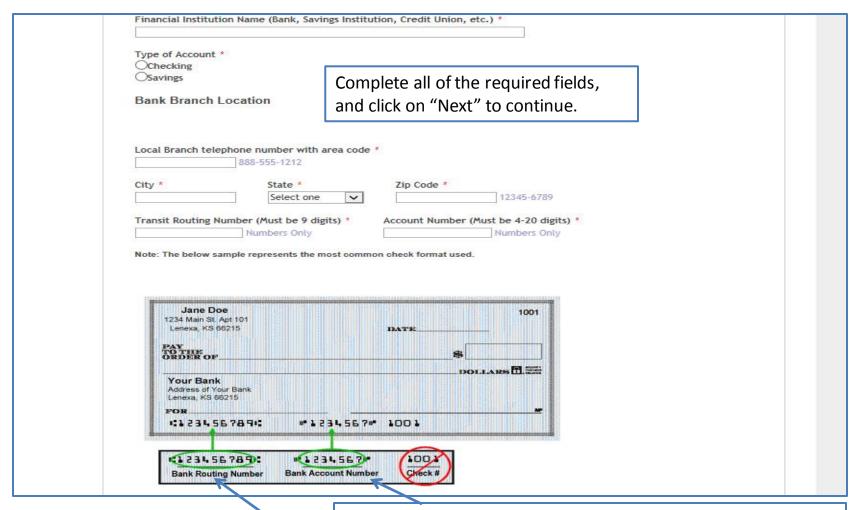
Commission payments via EFT are required. Commissions will be placed on hold until the required EFT form is submitted. The only exception to the required EFT is if the producer will be paid through an entity agency that is currently contracted with Dearborn Life Insurance Company. In that case, the producer may select "No." Select "Yes" from the dropdown menu to process the EFT.

Individual Producer Application Process – Direct Deposit Authorization



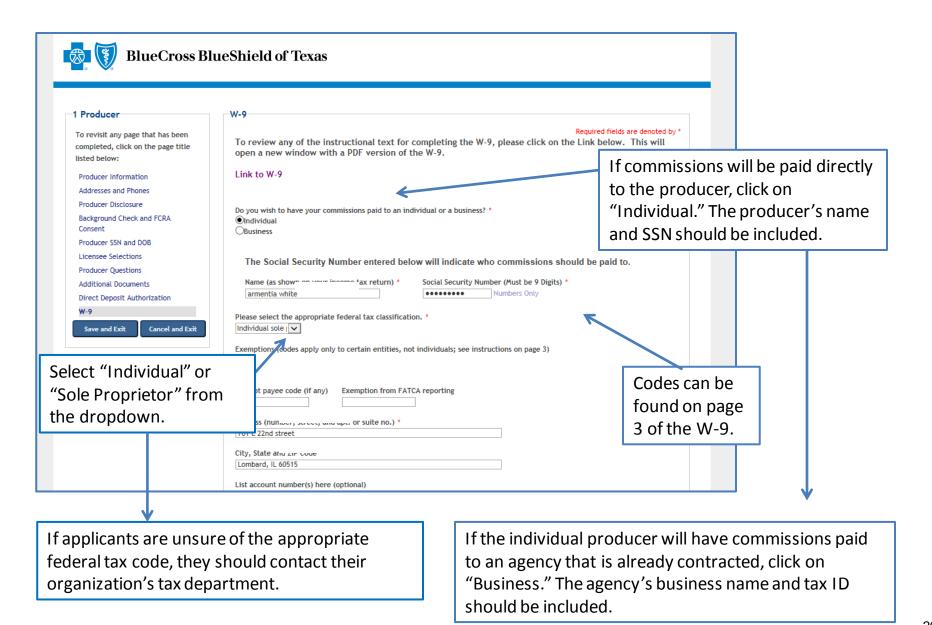
Review the statement, click on "Agree" and enter the email address for commission statements. Move to the next slide for additional information related to the direct deposit process.

Individual Producer Application Process – Direct Deposit Authorization

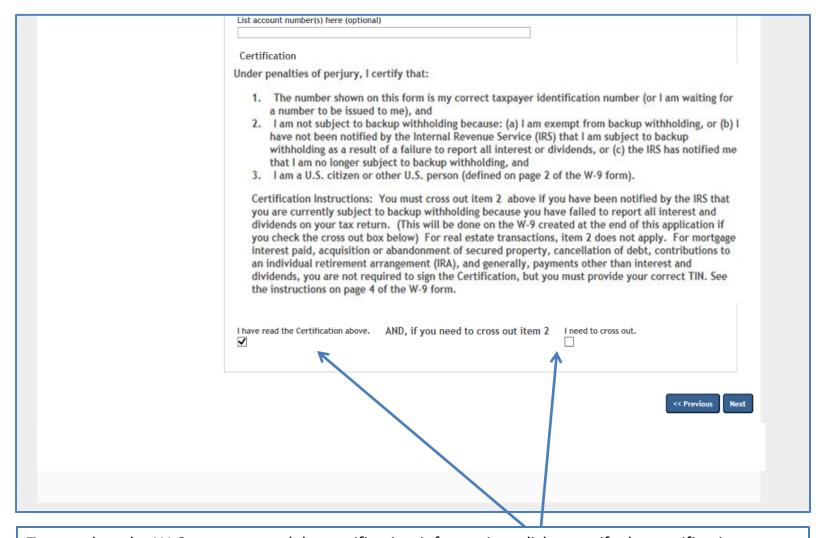


This sample information indicates the meaning of each set of numbers displayed at the bottom of personal checks. You must enter the routing number and bank account number of your personal checking account to ensure direct deposits are made to the correct bank and account.

Individual Producer Agency Application Process – W-9 Requirements

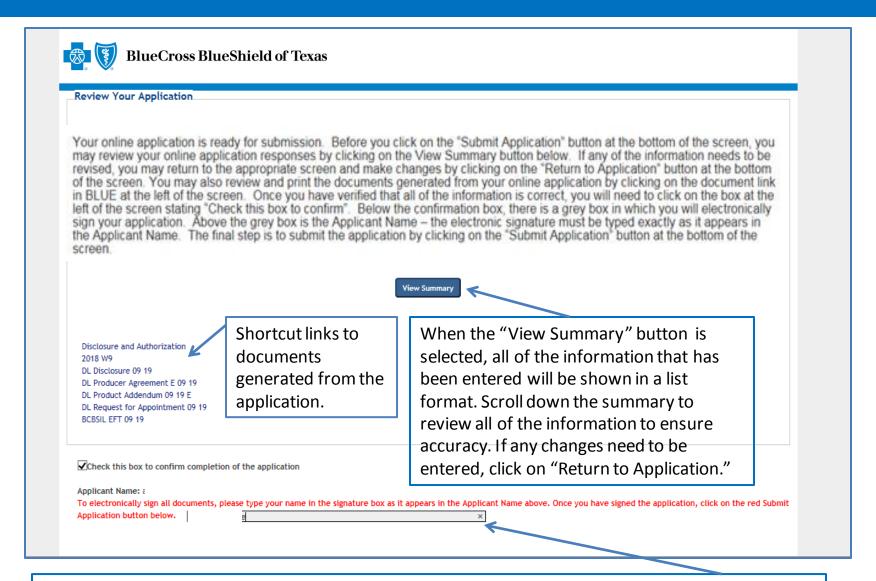


Individual Producer Application Process – W-9 Requirements (cont.)



To complete the W-9 process, read the certification information, click to verify the certification information has been read, choose the cross out box if appropriate, and then click on "Next" to continue.

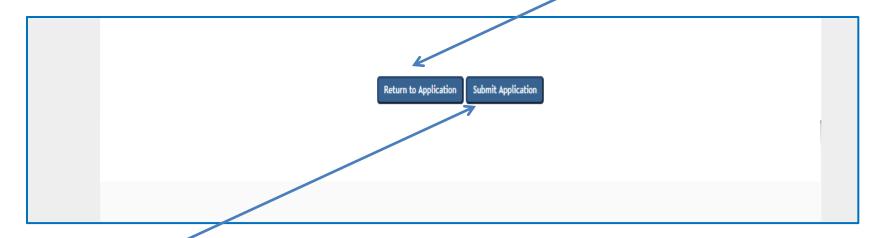
Individual Producer Application Process – Application Review



Once all the application information has been reviewed for accuracy, click on the confirmation box. Then enter the applicant name exactly as it was entered previously on the application.

Individual Producer Application Process – Application Review (cont.)

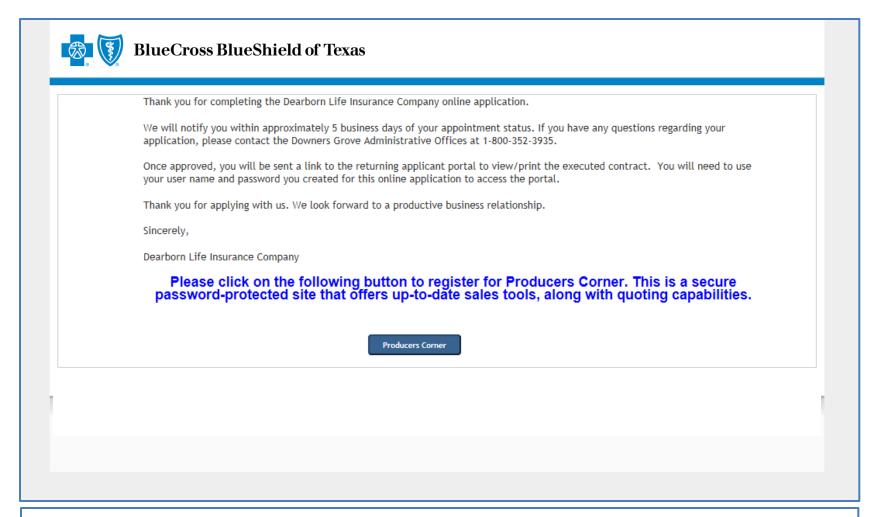
After reviewing the application, if any changes need to be made, click on "Return to Application," and input the needed changes.



CRITICAL POINT! Once all the information has been completed and the electronic signature has been entered, click on "Submit Application." An email will be auto-generated to the applicant when the application has been submitted.

Once the application has been approved, the applicant will receive notification via email from the Ancillary Commissions team advising that the executed contract documents can be obtained by entering the application system using the link provided in the email. The Ancillary Commissions team is available to answer any questions that may arise while completing the application. Please call 800-352-3935 or send an email to AncillaryCommissionsTX@bcbstx.com with any questions.

Individual Producer Application Process – Submission Confirmation



Once all the steps of the application process have been completed and submitted, the confirmation message will appear. The applicant can now access Producers Corner to view up-to-date sales tools, along with quoting capabilities. NOTE: Accessing Producers Corner is optional. It is not required to complete the contracting process. If Electronic Funds Transfer (EFT) was elected by the applicant, deposits of commissions and commission statements will also be available in Producers Corner. To register for Producers Corner, click on the "Producers Corner" button.

Producer Entity Agency Contracting Process for Ancillary Group Products (Individual Producer with Agency)

The process for the producer entity agency is the same as the process for the producer, except for the screens where descriptive information is included.

Producer Entity Agency Online Application System for Group Ancillary Products

This document provides step-by-step instructions for the Producer Online Contracting Application process.

TAKE NOTE: There are two options that apply for producer contracting:

- Producer (Individual Producer only)
- Producer Entity Agency (Individual Producer and Agency)

This document has three sections:

- 1. Producer (Individual Producer Only)
- 2. Producer Entity (Individual Producer and Agency)
- Frequently Asked Questions

The Producer Online Application System can be accessed by going to www.bcbstx.com/ancillary/producer/prospective-producers

Reviewing the <u>Frequently Asked Questions</u> section prior to completing the application is strongly recommended. This section details all the information needed to complete the application.

To begin the application process, go to:

www.bcbstx.com/ancillary/producer/prospective-producers

Helpful Hints

Verify which application type to complete before starting the online application process.

Review the <u>FAQ document</u> before beginning the application process to ensure all the needed information to complete the application is available.

If assistance is needed during the application process, contact us at:

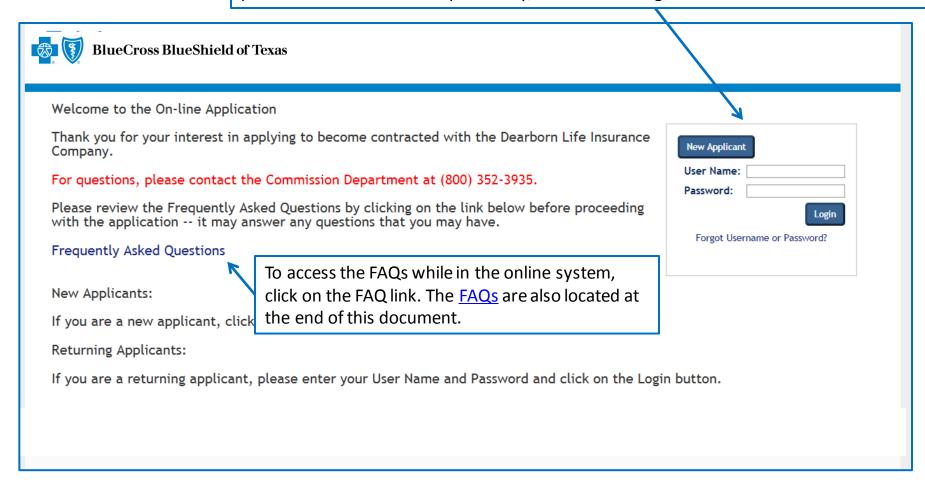
Phone: 800-352-3935

Email:

AncillaryCommissionsTX@bcbstx.com

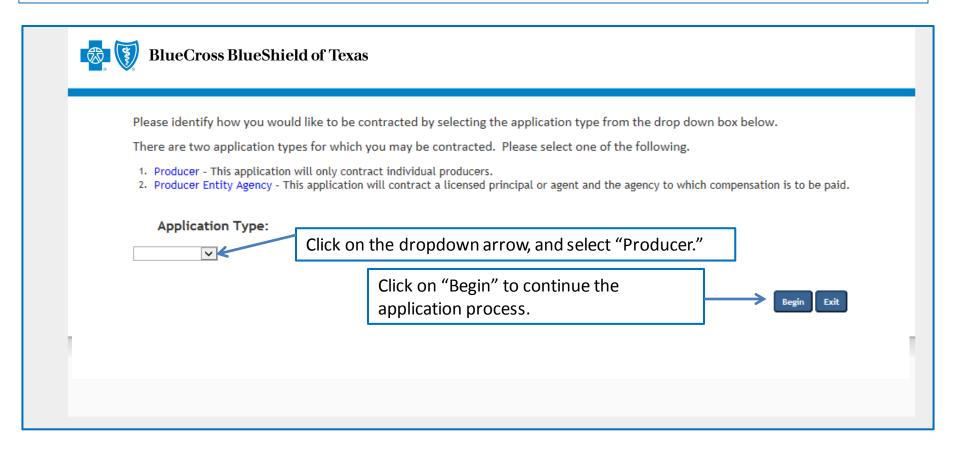
Producer Entity Agency Application Process – Logging In

Click on "New Applicant" to begin the process. New users will be prompted to create a username and password. When returning to the system, enter the username and password that was created previously, and click on "Login."



Producer Entity Agency Application Process – Selecting Application Type

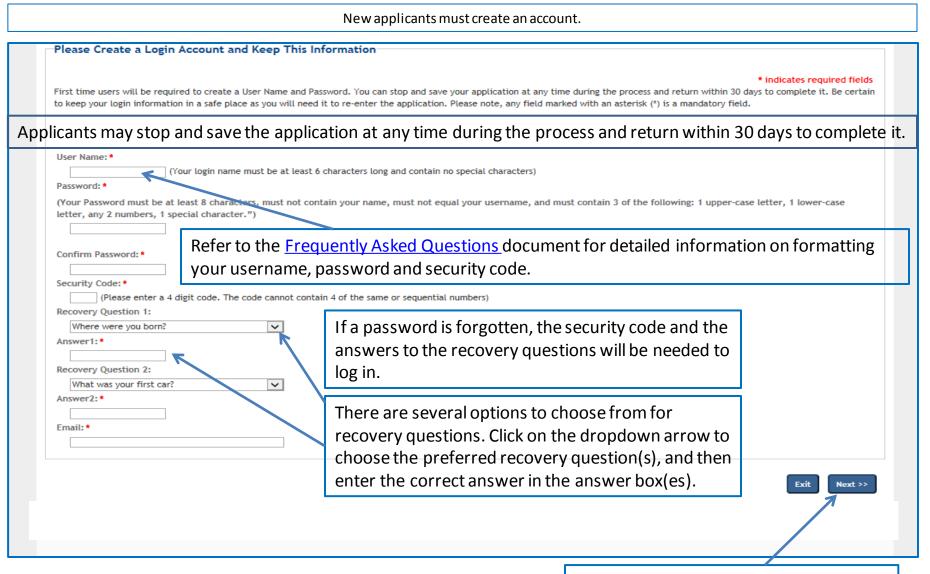
After completing the login process, the "Application Type Selection" screen will display.



When the dropdown arrow is selected, there will be two options: (1) Producer and (2) Producer Entity Agency.

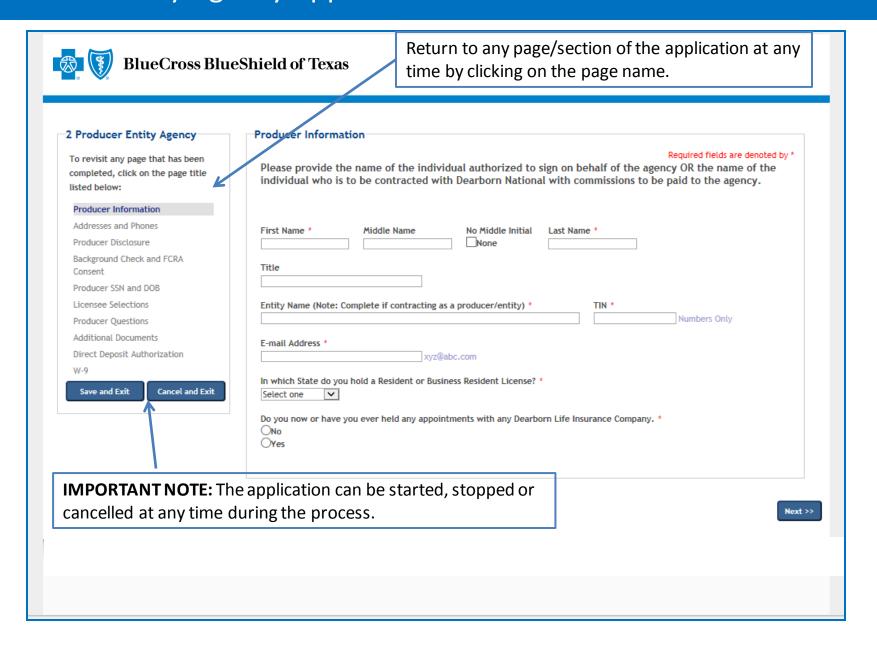
The majority of submissions are for Producer.

Producer Entity Agency Application Process – Creating an Account

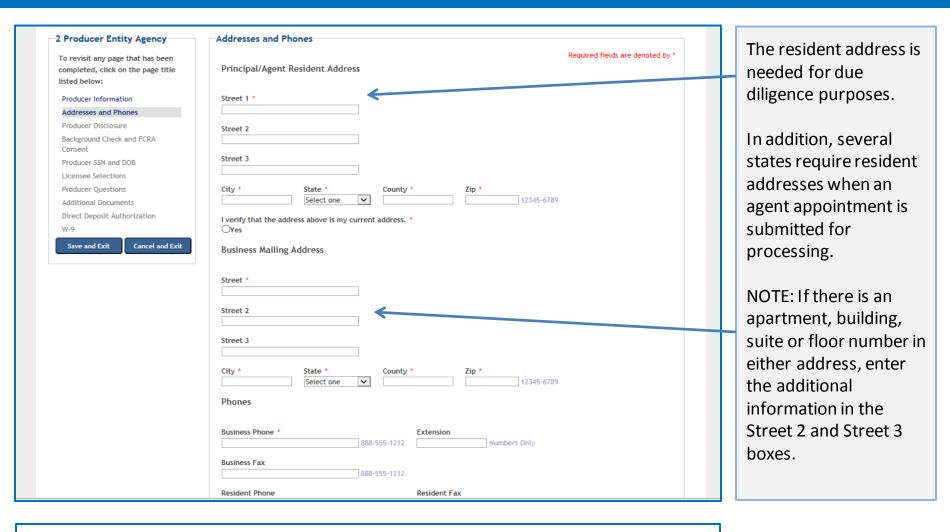


After all the selections have been completed, click on "Next" to continue.

Producer Entity Agency Application Process – Producer Information



Producer Entity Agency Application Process – Addresses and Phones



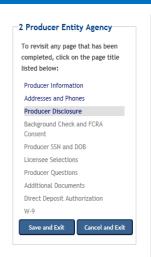
NOTE: The above is a partial screenshot of the Addresses and Phones screen information. This is the producer's personal information. The business/agency information is reviewed on the next slide. See the next slide for the remainder of the addresses and phones information.

Producer Entity Agency Application Process – Addresses and Phones (cont.)

Business Phone *	888-555-1212	Extension Numbers Only	
Business Fax	888-555-1212		
Resident Phone	888-555-1212	Resident Fax	888-555-1212
			<< Previous Next >>

Complete all required fields (indicated by *). Once the fields on the current screen have been completed, click on "Previous" to go to a prior screen, or click on "Next" to go to the next screen.

Producer Entity Agency Application Process – Producer Disclosure



Read the Disclosure and

Authorization document,

and then click on "Agree"

and "Next" to continue.

Producer Disclosure

Required fields are denoted by *

DISCLOSURE AND AUTHORIZATION INVESTIGATIVE REPORT/CONSUMER REPORT EMPLOYMENT PURPOSES

I understand that as part of doing business with Dearborn Life Insurance Company (the "Company") an investigative report may be prepared. I hereby authorize the Company, including investigative services company under contract with the Company and acting on behalf of the Company, to conduct inquiries and obtain these reports. I authorize all persons, firms, and entities having information about me to give the Company all information that it requests. I release from liability all persons, firms or entities supplying such information to the Company, and I agree to hold the Company harmless and indemnify it from any liability, which it may incur as a result of conducting any of the inquiries contemplated herein.

I understand and agree that the investigative report may consist of consumer reports (including investigative consumer reports), criminal record reports, insurance department inquiries, and interviews with third parties such as former employers, financial sources, or others. These reports may include information as to my character, general reputation, personal characteristics, and mode of living. I may request, in writing, from the home office of the Company additional information as to the nature and the scope of this investigation.

- The Company may disclose to its affiliates or third parties, including agencies that assume any debit balance, any information about me whether or not such information was part of the investigative report received from other sources.
- . Before taking adverse action in whole or in part based on a consumer report, the Company will provide me with a copy of the consumer report and a copy of a notice of my rights under the Fair Credit Reporting Act ("FCRA").

I hereby authorize the Company to provide information concerning any past-due debt owed the Company to the credit reporting services to which it subscribes

I understand that this disclosure and authorization is required by the FCRA and does not mean that, if appointed, my relationship with the Company will be that of employer-employee. Instead my relationship will remain that of an independent contractor.

These authorizations shall remain in effect for two (2) years from the date I sign this Disclosure and Authorization or for the duration of my appointment with the Company, whichever is longer. A copy or facsimile of this Disclosure and Authorization shall be as valid as the original. I have received a copy of a notice of my rights under the FCRA with this Disclosure and Authorization. and obtain these reports. I authorize all persons, firms, and entities having information about me to give the Company all information that it requests. I release from liability all persons, firms or entities supplying such information to the Company, and I agree to hold the Company harmless and indemnify it from any liability, which it may incur as a result of conducting any of the inquiries contemplated herein.

I understand and agree that the investigative report may consist of consumer reports (including investigative consumer reports), criminal record reports, insurance department inquiries, and interviews with third parties such as former employers, financial sources, or others. These reports may include information as to my character, general reputation, personal characteristics, and mode of living. I may request, in writing, from the home office of the Company additional information as to the nature and the scope of this investigation.

- . The Company may disclose to its affiliates or third parties, including agencies that assume any debit balance, any information about me whether or not such information was part of the investigative report received from other sources.
- · Before taking adverse action in whole or in part based on a consumer report, the Company will provide me with a copy of the consumer report and a copy of a notice of my rights under the Fair Credit Reporting Act ("FCRA").

I hereby authorize the Company to provide information concerning any past-due debt owed the Company to the credit reporting

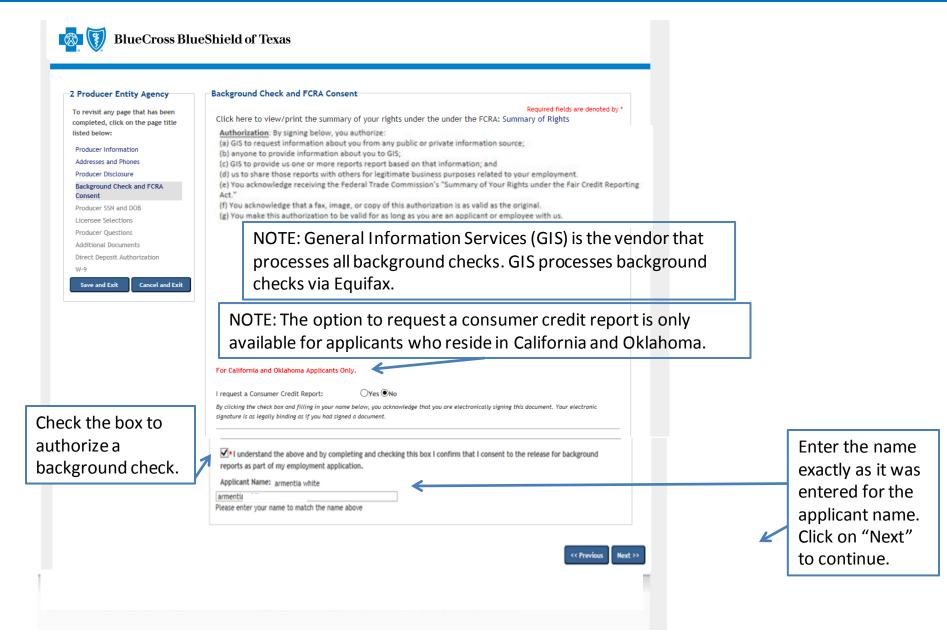
I understand that this disclosure and authorization is required by the FCRA and does not mean that, if appointed, my relationship with the Company will be that of employer-employee. Instead my relationship will remain that of an independent contractor.

These authorizations shall remain in effect for two (2) years from the date I sign this Disclosure and Authorization or for the duration of my appointment with the Company, whichever is longer. A copy or facsimile of this Disclosure and Authorization shall be as you. It he original. I have received a copy of a notice of my rights under the FCRA with this Disclosure and Authorization.

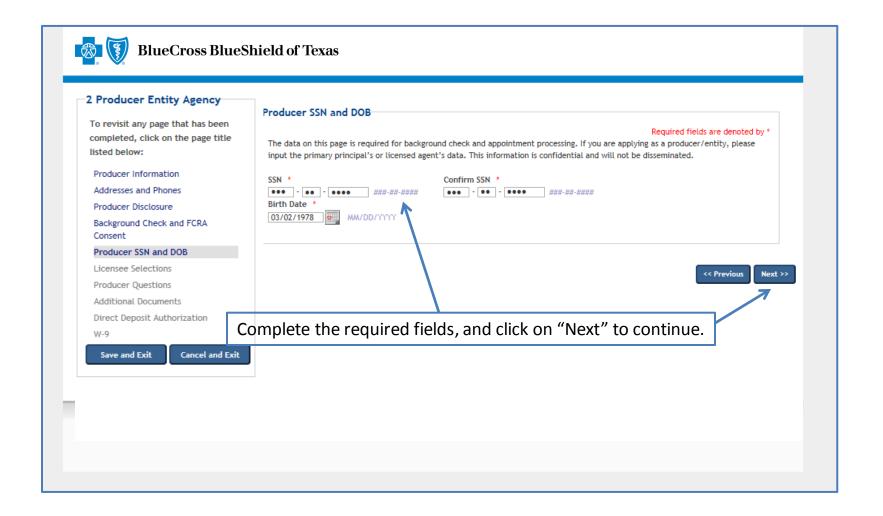
I have read and understand the disclosure above. Agree

Due diligence is required on individual producers based on the producer's state of residence. The Disclosure and Authorization document describes the purpose of the process that is required.

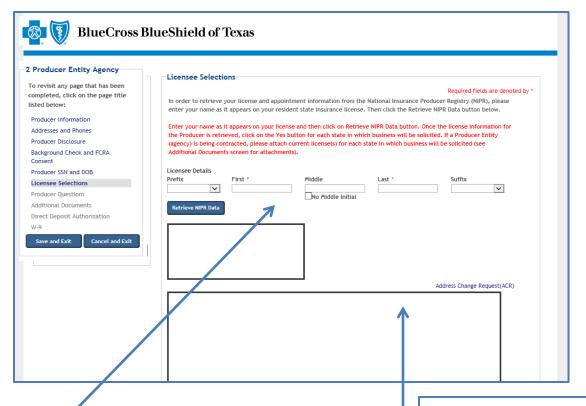
Producer Entity Agency Application Process – Background Check and FCRA Consent



Producer Entity Agency Application Process – Producer SSN and DOB



Producer Entity Agency Application Process – Licensee Selections



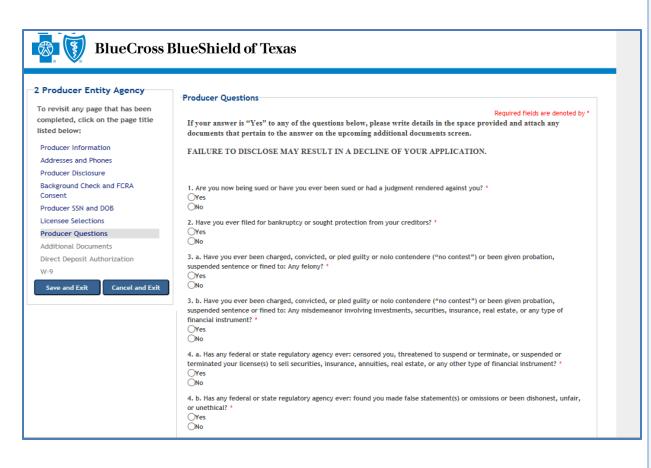
Selecting Resident State:

The list of states includes those for which a producer can select for appointment. The producer should only select their resident state.

Non-resident appointments can be processed upon request by contacting the Ancillary Commissions team.

Enter the required information, and then click on "Retrieve NIPR Data" to view the license information. Information will display in the window. The NIPR information shows the active and inactive licenses for the producer as well as the insurance companies for which the producer has been appointed.

Producer Entity Agency Application Process – Producer Questions



Producer questions must be completed to process the application.

All questions must be answered. If any question is answered "Yes," a detail box will display below the question so that additional details and comments can be provided.

If needed, additional documents can be attached on the next screen, or they can be sent via email or fax.

Email:

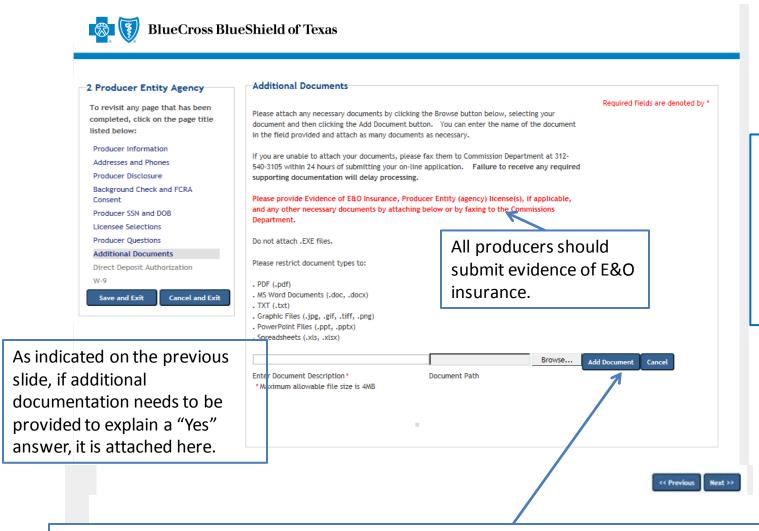
AncillaryCommissionsTX@bcbstx.com

Fax: 312-540-3105

There are a total of 11 questions. Once all the questions have been answered, click on "Next" to continue.



Producer Entity Agency Application Process – Additional Documents

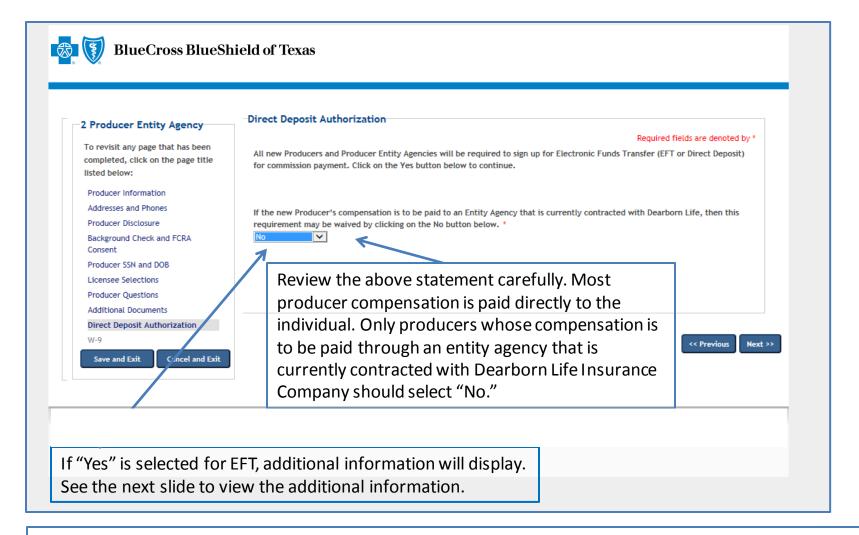


It is required that additional documents be submitted within 24 hours of submitting the online applications to avoid any delay in processing the application.

NOTE: The following can be included as documents: evidence of E&O, release of tax liens, discharge of bankruptcy and court records. Add the documents by clicking on "Add Document," and then select the document to be added. In the event a document cannot be attached, documents can be faxed to 312-540-3105 or emailed to AncillaryCommissionsTX@bcbstx.com. After all the information has been completed, click on "Next" to continue.

Producer Entity Agency Application Process

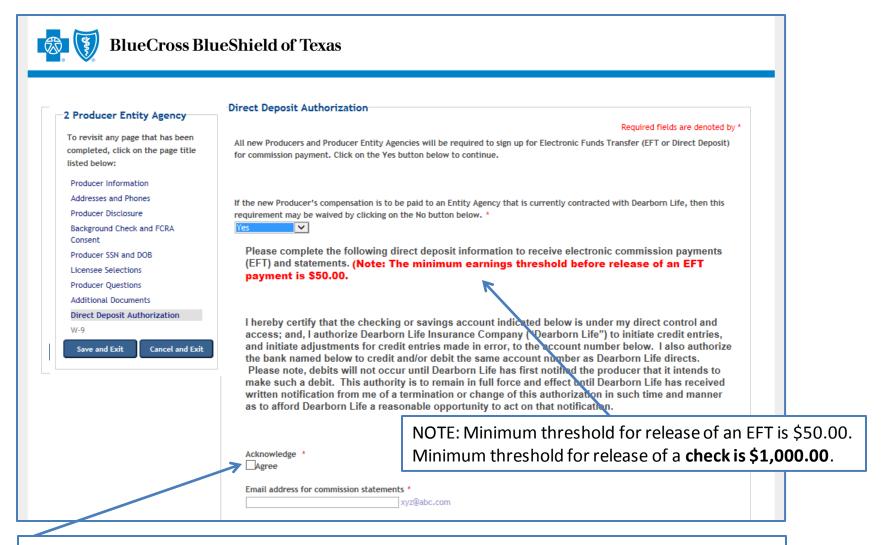
Direct Deposit Authorization



Commission payments via EFT are required. Commissions will be placed on hold until the required EFT form is submitted. The only exception to the required EFT is if the producer will be paid through an entity agency that is currently contracted with Dearborn Life Insurance Company. In that case, the producer may select "No." Select "Yes" from the dropdown menu to process the EFT.

Producer Entity Agency Application Process

Direct Deposit Authorization



Review the statement, click on "Agree" and enter the email address for commission statements. Move to the next slide for additional information related to the direct deposit process.

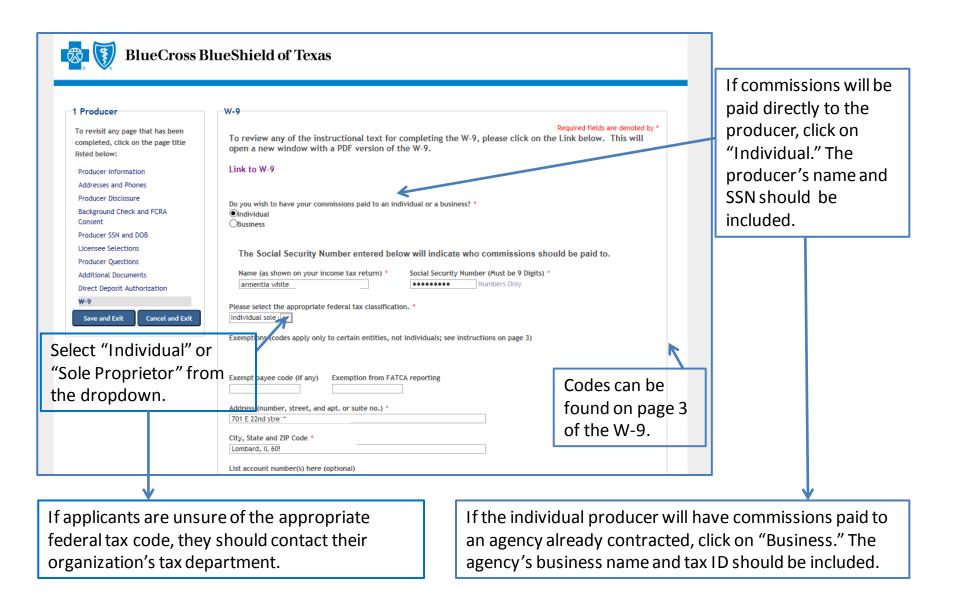
Producer Entity Agency Application Process

Direct Deposit Authorization

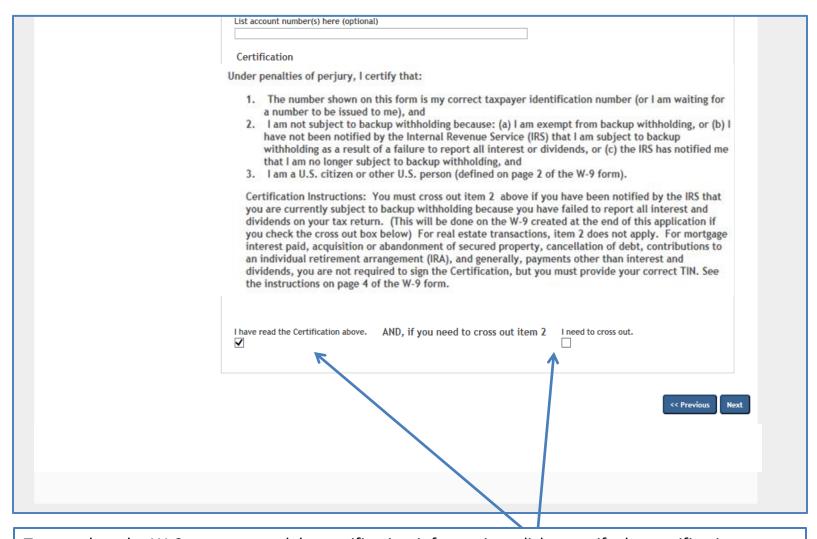
Type of A							
Ocheckir Osavings	= 10	Com	plete all of	the requi	ired fields	,	
Bank Br	anch Location	and	click on "N	ext" to co	ntinue.		
Local Bran	nch telephone number with	area code	, *				
City *	State *		Zip Code *				
	Select on	e 🗸		12345	5-6789		
	uting Number (Must be 9 o	ligits) *	Account Num	her (Must be 4-	20 digits) *		
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This sample information indicates the meaning of each set of numbers displayed at the bottom of personal checks. The applicant must enter the routing number and bank account number of their personal checking account to ensure direct deposits are made to the correct bank and account.

Producer Entity Agency Application Process – W-9 Requirements

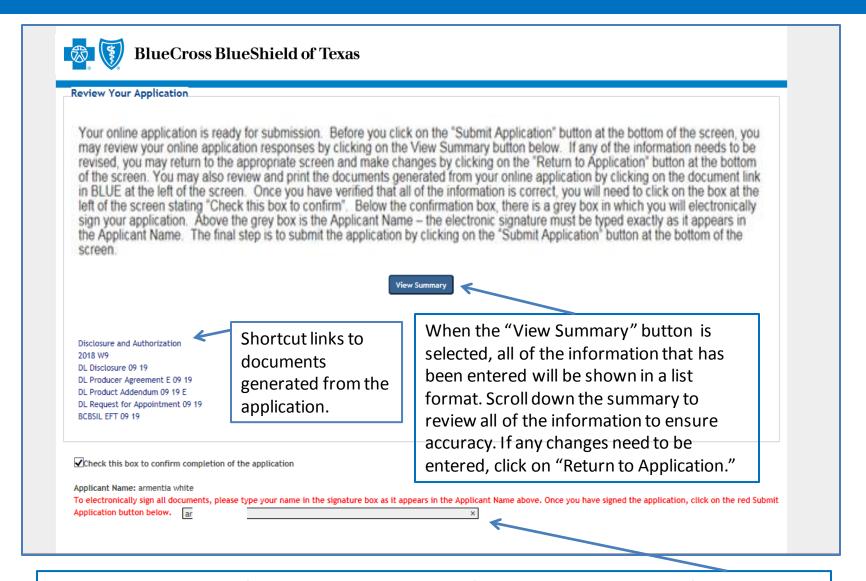


Producer Entity Agency Application Process – W-9 (cont.)



To complete the W-9 process, read the certification information, click to verify the certification information has been read, choose the cross out box if appropriate and then click on "Next" to continue.

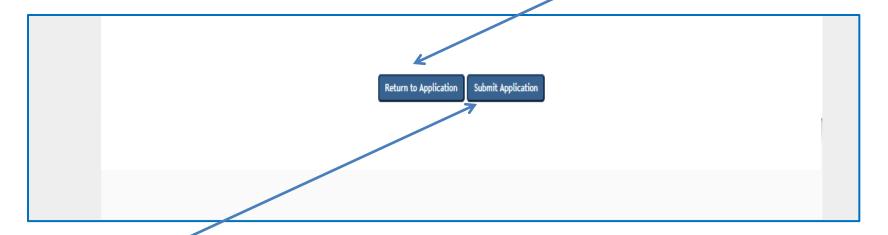
Producer Entity Agency Application Process – Application Review



Once all the application information has been reviewed for accuracy, click on the confirmation box. Then enter the applicant name exactly as it was entered previously on the application.

Producer Entity Agency Application Process – Application Review (cont.)

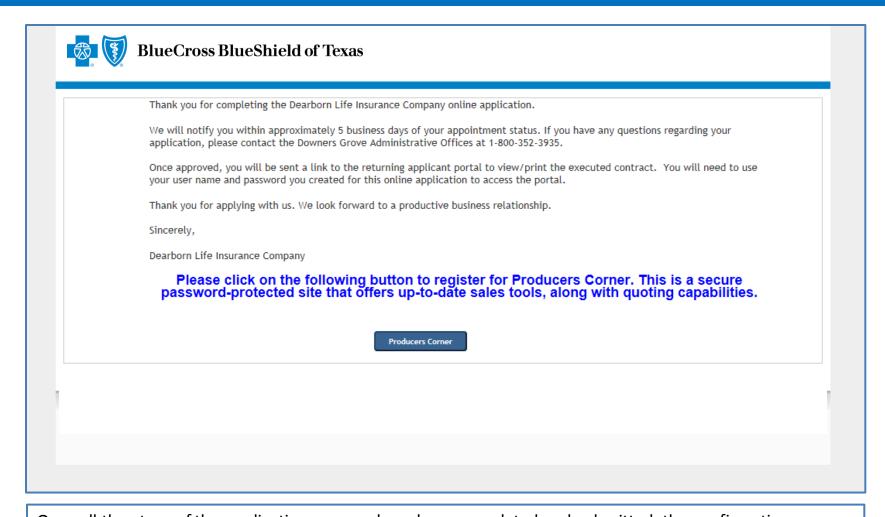
After reviewing the application, if any changes need to be made, click on "Return to Application," and input the needed changes.



CRITICAL POINT! Once all the information has been completed and the electronic signature has been entered, click on "Submit Application." An email will be auto-generated to the applicant when the application has been submitted.

Once the application has been approved, the applicant will receive notification via email from the Ancillary Commissions team advising that the executed contract documents can be obtained by entering the application system using the link provided in the email. The Ancillary Commissions team is available to answer any questions that may arise while completing the application. Please call 800-352-3935 or send an email to AncillaryCommissionsTX@bcbstx.com with any questions.

Producer Entity Agency Application Process – Submission Confirmation



Once all the steps of the application process have been completed and submitted, the confirmation message will appear. The applicant can now access Producers Corner to view up-to-date sales tools, along with quoting capabilities. NOTE: Accessing Producers Corner is optional. It is not required to complete the contracting process. If Electronic Funds Transfer (EFT) was elected by the applicant, deposits of commissions and commission statements will also be available in Producers Corner. To register for Producers Corner, click on the "Producers Corner" button.

Producer/Agency Online Application Process for Ancillary Group Products FAQs

What information is needed to complete the contracting process?

Individual producers whose commissions are paid directly to them will need their Social Security number, birth date, residence address, business mailing address, business telephone number and business fax number (if applicable).

- There is a section of the application entitled Licensee Selections. This section must be completed in order to retrieve individual license information.
 - There is a button on the screen called "Retrieve NIPR Info." Click on this button and the system loads the license information from the National Insurance Producer Registry for the applicant
 - Once this information is loaded, a list of the states displays. Select the applicant's resident state. Non-resident appointments can be processed upon request by contacting the Ancillary Commissions team. In the event that no states are selected, only appoint for the applicant's resident state.
- The applicant will be required to enroll in Electronic Funds Transfer (EFT or Direct Deposit), and banking information will be needed to complete the application (name, address and telephone number of the financial institution, account number, and financial institution's routing/transit number). A sample copy of a check displays on the screen in this section of the application with the required information.
- The only exception to this requirement is when a new producer's compensation is paid to an entity agency that
 is currently contracted. The requirement can then be waived.
- A copy of the applicant's E&O must be attached to the application or emailed separately to <u>AncillaryCommissionsTX@bcbstx.com</u> or faxed to 312-540-3105.
- The applicant must complete 11 yes/no disclosure questions. If the answer to any of these questions is "Yes," an explanation and/or documentation must be provided. Examples of explanations and documents needed are: bankruptcy (include an explanation and a copy of the discharge) or tax lien/judgements/collection items/past due items over \$10,000 (provide explanation and proof of payment).

- Individual producers whose earned commissions are paid to an agency will need all of the information mentioned on the previous slide and the name, business mailing address, telephone number, fax number (if applicable) and the Tax ID of their agency.
 - A copy of the agency's license and E&O must be attached to the application, or it can be emailed separately to AncillaryCommissionsTX@bcbstx.com or faxed to 312-540-3105.
- Is the contracting website secure?
 The Pangea website is secure.
- What is my username and password? Why won't my username and password provide access to the application?

When first entering the website, persons are considered "New Users." The system prompts new users to create a username and password.

- The password must be at least 8 characters in length and it must contain: 1 upper case letter, 1 lower case letter and at least 2 numbers.
- It cannot contain any character string that is part of the username.
- If the username entered is a duplicate of a username already taken, a "Username is not valid" message will display (e.g., "Smith 123" is common, so duplication could result).

• What is my username and password? Why won't my username and password get me into the application? (continued)

- Please maintain the username and password entered at the start of the application process until notification is received that the contracting process has been completed.
- At the start of the contracting process, the system will prompt users to create a 4-digit security code and to answer two security questions.
 - If a user forgets their username or password, the system will require entry of the security code and answering the security questions in order to gain access to the system.
 - Once the application and contracting process is completed, new producers will retrieve executed documents from the system, and then they will no longer need to access the producer application system.
 - NOTE: The username and password that is set up for the producer contracting system will not provide access to any of the other producer systems.

Which application should be completed for contracting?

- There are two application types for which contracting can be completed.
 - Individual producers who receive direct payment of their commissions should complete the "Producer" application.
 - Individual producers whose earned commissions are paid to an agency should complete the "Producer Entity Agency" application. This application will provide contracting for the producer and the agency.

How are executed documents retrieved?

- When the appointment has been completed, the Ancillary Commissions team will send an email advising
 that the executed producer contract documents can be obtained by entering the online application
 system via the link provided in the email. Log in as "Returning Applicant" using the username and
 password that was created during the contracting process.
 - Click on "Forgot Password" if the username or password cannot be found, and the system prompts will assist in setting up access.
 - Once logged in, the system will direct the user to a page that contains the executed producer agreement and the product addendum to the producer agreement. Retrieve the executed documents, and exit the system.
 - This will be the last time producers will need to access this system.
- If there are problems completing the online application or if there are questions, who should be contacted?
 - If problems or issues arise, contact us at 800-352-3935 and indicate that assistance is needed to resolve issues with the producer contracting online application process.
 - We can also be contacted at <u>AncillaryCommissionsTX@bcbstx.com</u>.