

# PROTECTIVE'S PLATINUM CONCIERGE SERVICE

PROVIDING PRIORITY SERVICE EXCLUSIVELY FOR PROTECTIVE'S HONORS CLUB MEMBERS

You are **AUTOMATICALLY** a member of Protective's Platinum Concierge Service program each time you qualify for Honor Club membership. Our most experienced and seasoned underwriters and case managers make up the Platinum Concierge Service Team. Utilize this information to take advantage of Protective's Platinum Concierge Service today.



## **PLATINUM CONCIERGE SERVICE INCLUDES:**

Toll-FREE Priority Call Routing

Case Status Information: Toll-free to 1-800-567-8247

In Force Policy Maintenance: Toll-free 1-800-866-9933

To access your priority routing on these Protective numbers, enter the last 5 digits of your tax identification number (this is your Honors Club PIN) as soon as your call is connected. Your call will be routed to the front of the phone queue, getting you to a service representative sooner.

## **Honors Club Single Point of Contact**

Marline Caddell Kellum serves as your Home Office "single point of contact". She is available to our Honors Club members to help with any issues or questions you may have. As your internal advocate, she is committed to helping you grow your business and our relationship with you.

## **Priority Handling of Business**

The Platinum Concierge Service Team will handle your cases during the risk assessment process and will be proactively contacting you regarding any outstanding requirements. Place your HONORS CLUB stickers in the upper left-hand corner of your paper new business applications and fax, email, or mail to Protective for priority handling. Attach this same sticker to policy request forms and receive the same priority processing for in force policies.

- Affixing an Honors Club Sticker to the upper left-hand corner of your New Business paper applications before you mail, fax or email them to Protective will initiate priority processing in our mailroom. If you forget to add the sticker, no problem, your priority processing will start when your case is added to our system based on your Protective contract number.
- ALL priority processing of your policyholder request forms require the Honors Club sticker to be affixed to the upper left-hand corner of the service request form.
- To order additional stickers, contact 1-800-333-3418, Ext. 5936

## **HONORS CLUB MEMBERSHIP REQUIREMENTS**

Produce 35,000 life production points. One dollar of credit for each dollar of commissionable target premium, plus 6% of excess on our Universal Life policies and a minimum of 90% persistency during a calendar year. Credit is also given on Protective VUL sales made through ProEquities.

## **ANNUAL PRODUCTION AND PERSISTENCY BONUS**

To qualify for a bonus, a producer must be a member of Honors Club. See your Production & Persistency Bonus Addendum in your contract for all eligibility requirements, bonusable products and the bonus payout grid. This bonus is paid at the end of January, with a mid-year advance to previous recipients who are fully qualified as of July 1. For questions, contact ext. 6271.

## **DEFERRED COMPENSATION PLAN**

If you participate in our Producer Deferred Compensation Plan, you may be eligible to receive a Company Matching Contribution. If you do not currently participate in this plan, contact your Regional Sales Manager during our open enrollment period in December to take advantage of this great benefit (see plan document for complete details and company matching rules & requirements.)

## **Thank you for doing business with Protective Life**

*Note: For complete details on Honors Club Membership, Production & Persistency Bonus and Deferred Compensation, go to the Compensation tab at [www.protectiveproducer.com](http://www.protectiveproducer.com)*

