

FREQUENTLY ASKED QUESTIONS

Right of Rescission Change

Effective Friday, March 11, 2011 at 6:00pm EST

For all universal life policies settled after 6:00pm EST on March 11th, 2011, the Right of Rescission period will change from the current 45 days from the date on the Letter of Approval, to 10 days from the date the client receives their contract.

In the upcoming months, we will be transitioning our other products to reflect a revised Right of Rescission period as well.

Please refer to the following FAQ to help answer any questions.

1. Q: What is the change being made to the Right of Rescission clause in all Universal Life policies?

A: .In all Universal Life policies the Right of Rescission clause (ROR) is being changed from 45 days from the date on the Letter of Approval to 10 days from the date the client receives the policy contract.

2. Q: Why the change?

A: 10 days (from the date the client receives the policy contract) is the industry standard and we are aligning our UL policies with that time frame

3. Q: What is the effective date of the change to the Right of Rescission clause?

A:

If UL policy is issued at Equitable Life Head Office...	What will apply?
Before 6:00 p.m. EST Friday, March 11, 2011	All UL policies issued before 6:00 p.m. EST, Friday, March 11, 2011 will receive the old 45 day Right of Rescission clause and clients will receive the old Letter of Approval and contract.
After 6:00 p.m. EST Friday, March 11, 2011	After 6:00 p.m. EST, Friday, March 11, 2011 all UL policies issued will be processed using the new 10 day Right of Rescission clause and clients will receive the newly revised Letter of Approval and contract.

4. Q: Is the ROR changing on any other Equitable products?

A: The only ROR change at this time is to our Universal Life products. We will be transitioning our other Life products to this new ROR period in the future.

PRODUCT	RIGHT OF RECISSION	CHANGE EFFECTIVE DATE
Equation Generation IV (Universal Life)	10 days from the date the client receives the policy contract	6:00pm EST, March 11, 2011
EquiLife Limited Pay (Universal Life)	10 days from the date the client receives the policy contract	6:00pm EST, March 11, 2011
Term 10 & 20 Year Renewable & Convertible	45 days from the date on the Letter of Approval	No change at this time.
Equimax (Whole Life)	45 days from the date on the Letter of Approval	No change at this time.
EquiLiving (Critical Illness)	45 days from the date on the Letter of Approval	No change at this time.

5. Q: How will the new wording appear in the Letter of Approval?

A: In the Letter of Approval, it will state: "You have 10 days from the date you receive your policy to cancel it, provided you have given us written notice of your request to cancel it within the 10 days."

6. Q: How will the new wording appear in the UL Contract pages?

A: Under the Right of Recission section it will state: "You will have 10 calendar days from the date you receive this policy to cancel it provided you have given us written notice of your request to cancel it within the 10 days."

7. Q: Currently we do not require the client's signature to rescind the policy. The client can call the Contact Centre and request a recission. Will we now require them to send in a letter of direction as it states in the new Letter of Approval?

A: If the client happens to call in to the Contact Centre, we will accept. However our preferred process is to have the client submit a signed letter of direction and return the policy contract.

8. Q: Are there any other wording changes to the UL Contract Guide pages?

A: Yes, we are removing from the definition of Contract, the sentence: "Delivery of this policy is deemed to have taken place not later than the 45 days from date on our letter of approval".

9. Q: Who can I contact if I have any further questions or require clarification?

A: If you require clarification or further details about the transition or administrative details related to the ROR changes, please contact your Marketing Manager or Service Representative.