

A TRUE STORY ABOUT JOHN AND COVID

John, age 67, was referred by a financial planner. After several meeting where John and I reviewed detailed analysis, he applied for a policy from a traditional carrier.

DAYS 14 TO 60 - MEDICAL RECORDS PROBLEM

Usually it takes several weeks for the carrier to obtain the doctor's medical records. With John, it took almost two months for the doctor's office to send the records.

DAY 40 - COVID INFECTION

John called me to say he had Covid. Fortunately, he had a mild case and recovered pretty quickly. However, we didn't know if that diagnosis was included in his medical records that were being sent to the carrier. We decided to wait and see what happens.

DAY 60 - GREAT NEWS

I received an email from the carrier saying that John had been approved.

DAY 61 – PROBLEM

I called the carrier to explain the new health problem. I learned that at policy delivery, the carrier would request a signed Statement of Good Health. It included these questions: “Since the date of application, have you consulted a physician for any reason” and been advised by a physician to restrict normal activities due to illness.” For John, the answer would be yes! This was a major problem. I said I would contact underwriting directly for guidance.

DAY 61 - MY NEXT STEP

I called the underwriter. John had fully recovered from Covid, testing negative. Julie, the underwriter, said there would be a 90-day postponement, and a new application and medical records would be required. I explained the upcoming age change and the difficulty getting the medical records and didn't want to repeat that experience. **I asked for special consideration, and she agreed to ask management for an exception.**

DAY 63 - THE RESULT - SUCCESS

I got an email that John will be approved for the policy. He did need to submit the results of two negative Covid tests.

CONCLUSION

Getting a client approved can be difficult. I think that I got a very rare exception in this case due to the excellent reputation I have with the insurance carriers. They know I am very thorough and only ask for exceptions when I think it is justified.

RESULT

John now has the protection he needs.

AN INVITATION

If you want your clients to work with the best in the industry, please contact us.

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