

Delaware Life

REQUIRED CARRIER SPECIFIC TRAINING (CST) INSTRUCTIONS

Annuity Carrier Specific Product Training and state mandated **NAIC Annuity Training** (see NAIC ANNUITY SUITABILITY AND BEST INTEREST STANDARD STATE TRAINING REQUIREMENTS for regulation) must be completed prior to soliciting business. Failure to do so will result in rejected business. Please carefully review the information below and provide a copy of the training certificate to ECA Marketing (licensing@ecamarketing.com) once complete.

If you will not be participating in solicitation of annuity products with this carrier, you can bypass the CST requirements. **Life** producers are required to abide by the rules set in place by the carrier for any additional training requirements. Review **ADDITIONAL REQUIRED TRAINING** before proceeding.

Annuity Carrier Specific Product Training

Who should complete the product training?

All agents must complete product training, regardless of state.

When can the product training be taken?

Product training can be taken anytime. Training can be taken the same day new business is dated.

Product Training Directions: See "PRODUCER TRAINING INSTRUCTIONS" on next page.

IMPORTANT NOTICE

Delaware Life is unable to confirm completion of the carrier specific product training until the agent contract has been finalized. If new business will be solicited prior to finalization of the agent contract, please email the certificate to licensing@ecamarketing.com or include with the agent contracting forms.

Failure to do so will result in a processing delay of the new business application.

Additional Required Training

Anti-Money Laundering Training (AML):

Delaware will accept LIMRA (no certificate required), RegEd, WebCE, QuestCE, Kaplan and some broker dealer courses for AML training. New business will not process until AML is compliant. This training needs to be renewed every two years.



Producer Training Instructions

Annuity Product Training

To complete your Delaware Life Annuity Training (AT) and your Product Specific Training (PST) for Pinnacle MYGA®, Retirement Chapters 10®, Retirement Stages 7®, Target Growth 10®, and Target Income 10® please go to:

www.reged.com/trainingplatform

- If you are not an active user of the site, you will be required to complete a new registration.
- After login, select the “Producer Status” button on the left hand side to complete your training.
- **Annuity Training:** If your state does not require AT, or, if you have already completed this training, you will only need to complete the product-specific course. If you have not taken state-required Annuity Training, select the state and the course (#390) from the list and begin.
- **Product Specific Training:** From the list, select product-specific training and begin the course.*
- Once you have completed the training, Delaware Life will be automatically notified by RegEd—you do not need to send anything to us. We advise you to keep confirmation of the completed training for your records.
- You may write business effective the day training is complete.
 - * If no PST is assigned, the following may be done to access the training manually.
 1. Click on the “Enter Product Code” button from the menu on the left hand side of the screen
 2. On the next screen enter the code for the applicable product and “Submit”. The training course should display under *Carrier-Specific Product Training*.
 - Pinnacle MYGA®: DLMYGA
 - Retirement Chapters 10®: DLRC10
 - Retirement Stages 7®: DLRS7N
 - Target Growth 10®: DLICTG10
 - Target Income 10®: DLICTI10

Anti-Money Laundering Training

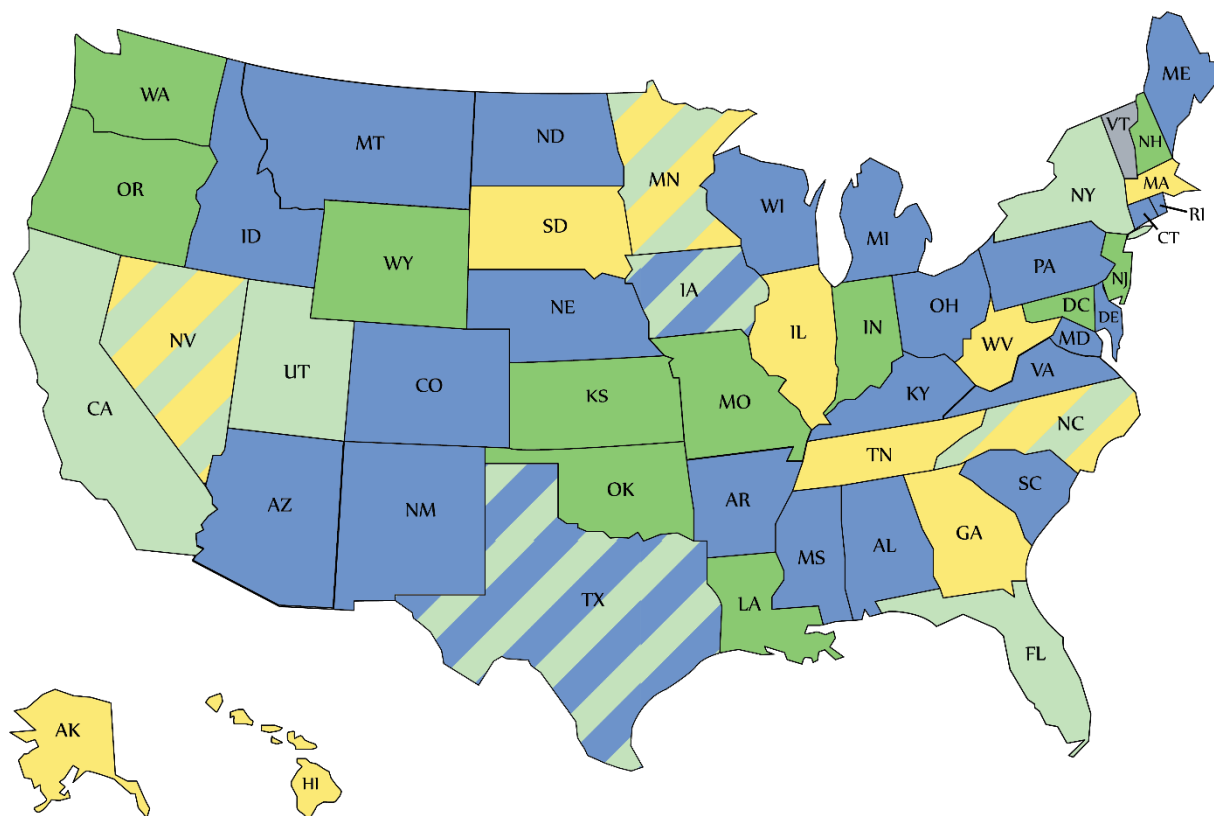
Anti-Money Laundering Training must be completed within two years prior to soliciting any cash-value life insurance or annuity products, and may be completed in one of the following three ways:

1. **LIMRA (<https://aml.limra.com>)**
 - You must complete the basic course: AML for Insurance Producers, and a refresher course at least every 2 years if you sell cash-value life insurance or annuity products. Acceptable refresher courses include: 2015 Fraud in Money Laundering, 2016 Elder Financial Abuse and Money Laundering, 2017 Preventing Money Laundering, 2018 The Importance of Knowing Your Customer, 2019 Beneficial Ownership and Customer Due Diligence - Anti-Money Laundering for Insurance Review, and 2020 Money-Laundering and Cybercrime - Anti-Money Laundering for Insurance Review (2020). Please identify the title of the course you completed when submitting your contracting paperwork.
 - The AML training through LIMRA is free of charge.
 - Confirmation of completion will be provided directly to our Licensing team.
2. If you are affiliated with a federally regulated entity that is already subject to the training program rule (broker-dealer, bank, warehouse, etc.), you may submit a copy of your AML training certificate from that entity. You must be actively affiliated with the firm through which you completed the training course.
3. AML training will also be accepted from RegEd, QuestCE, WebCE, SuccessCE, and Kaplan. A copy of your certification must be submitted.

NAIC ANNUITY SUITABILITY AND BEST INTEREST STANDARD STATE TRAINING REQUIREMENTS

The following states have adopted some version of the NAIC Suitability in Annuity Transactions Model Regulation, 4-Hour Annuity Training and/or the revised regulation, Best Interest Standard (BIS). For states that have implemented the Best Interest Standard, all licensed producers are required to take either a 1-hour supplementary training or a new 4-hour training that includes the Best Interest Standard.

Training must be taken through a state-approved vendor prior to soliciting business. Please provide a copy of your training certificate to ECA Marketing (licensing@ecamarketing.com). For further information, refer to the tables on the following page or contact your licensing representative.



■ Mandatory NAIC	■ Mandatory BIS
■ Mandatory Annuity Training - Requirement Varies	■ Pending BIS
■ No Requirements	

Mandatory Annuity Training - Requirement Varies:

Interpretation of the state ruling can vary by insurer

CALIFORNIA	Resident and non-resident agents soliciting annuities in CA must complete an initial 8-hour CA state specific course along with 4-hour refresher course every two years prior to license renewal. CA does not allow reciprocity for the annuity training between states.
FLORIDA	Resident and non-resident agents are not required to take any version of the 4-Hour NAIC Annuity Training to sell annuities in FL. The 5-hour "Law and Ethics Update" course covers the senior suitability requirement. FL resident agents soliciting cross border sales will be required to take a one-time 4-hour annuity training course in states that have implemented the NAIC guidelines.
IOWA	In addition to the 4-Hour NAIC Annuity and BIS courses, agents selling indexed annuities in IA must take a one-time 4-hour course specific to indexed annuity products.
MINNESOTA	The state of MN is requiring an additional course topic that is not covered in NAIC Model Reg #275. Resident and non-resident producers must take a 1 or 4-hour course that specifically includes "the recognition of indicators that a prospective insured may lack the short-term memory or judgment to knowingly purchase an insurance product". The MN course is titled "Best Interest Standards of Conduct for Annuity Sales". Reciprocity amongst other states will be allowed, provided the course includes additional course topic.
NEVADA	BIS requirement pending legislation. No specific hourly requirements have been implemented for NAIC.
NEW YORK	Effective 8/1/19 for Annuities and 2/1/20 for Life, NY has amended Regulation 187 (Suitability and Best Interests) to include agent training. NY has not instituted an hourly CE requirement; however, resident and non-resident agents are required by the insurer to take an undefined hourly vendor training specific to "Suitability & Best Practices in Life Insurance & Annuity Transactions" prior to soliciting new business or servicing in-force policies originally issued in NY. Training taken for the state of NY is specific to the state of NY, reciprocity is not allowed.
N. CAROLINA	BIS requirement pending legislation. No specific hourly requirements have been implemented for NAIC.
TEXAS	Resident and non-resident agents must complete a one-time 4-hour annuity CE course. In addition, resident agents must take 8 hours of ongoing CE specifically relating to annuities each license period. Licensees that are exempt from CE are not exempt from the initial 4-hour annuity training or Best Interest Standard. Exemptions apply to the ongoing 8 hours of CE required each license period. TX will accept most annuity courses taken in other states.
UTAH	No specific hourly requirements have been implemented. Solicitation of annuity products in the state of UT will not be allowed until the agent has taken a product specific training provided by the insurer.

Mandatory - Best Interest Standard:

EXISTING PRODUCERS have the option to complete either a new 4-hour training that includes BIS or a 1-hour supplementary training specific to BIS. Most states allow EXISTING PRODUCERS a 6-month grace period for completion - *grace period allowance can vary by insurer*. The 1-hour course will no longer be available after the EXISTING PRODUCER release date. NEW PRODUCERS must complete a full 4-hour training that includes BIS.

STATE	NEW PRODUCERS	EXISTING PRODUCERS	STATE	NEW PRODUCERS	EXISTING PRODUCERS
ALABAMA	1/1/2022	6/30/2022	MISSISSIPPI	1/1/2022	6/30/2022
ARIZONA	1/1/2021	6/30/2021	MONTANA	10/1/2021	4/1/2022
ARKANSAS	1/1/2022	1/1/2022	NEBRASKA	7/1/2021	12/31/2021
COLORADO	11/1/2022	5/1/2023	NEW MEXICO	10/1/2022	4/1/2023
CONNECTICUT	3/1/2022	9/1/2022	NORTH DAKOTA	1/1/2022	6/30/2022
DELAWARE	8/1/2021	2/1/2022	OHIO	2/14/2021	8/14/2021
IDAHO	7/1/2021	2/1/2022	PENNSYLVANIA	6/22/2022	12/22/2022
IOWA	1/1/2021	7/1/2021	RHODE ISLAND	4/1/2021	10/1/2021
KENTUCKY	1/1/2022	6/30/2022	SOUTH CAROLINA	11/27/2022	5/27/23
MARYLAND	10/8/2022	4/8/2023	TEXAS	1/1/2022	1/1/2022
MAINE	1/1/2022	7/1/2022	VIRGINIA	9/1/2021	3/1/2022
MICHIGAN	6/29/2021	12/29/2021	WISCONSIN	10/1/2022	4/1/2023

Pending – Best Interest Standard:

STATE	NEW PRODUCERS	EXISTING PRODUCERS
ALASKA	TBD – Pending Legislation	TBD – Pending Legislation
GEORGIA	TBD – Pending Legislation	TBD – Pending Legislation
HAWAII	1/1/2023	7/1/2023
ILLINOIS	TBD – Pending Legislation	TBD – Pending Legislation
MASSACHUSETTS	TBD – Pending Legislation	TBD – Pending Legislation
MINNESOTA	1/1/2023	6/30/2023
NEVADA	TBD – Pending Legislation	TBD – Pending Legislation
NORTH CAROLINA	TBD – Pending Legislation	TBD – Pending Legislation
SOUTH DAKOTA	1/1/2023	7/1/2023
TENNESSEE	TBD – Pending Legislation	TBD – Pending Legislation
WEST VIRGINIA	TBD – Pending Legislation	TBD – Pending Legislation