

Transition of LifeMap to USAL Life: Changes coming for new and renewing small (2-50) group business: FAQs

Note: These FAQs cover the transition of quoting and renewing LifeMap life and disability (L&D) products in the eGMA to accessing USAL L&D products via USAL's website. FAQs covering the transition of LifeMap and Regence Dental to USAL will be provided in the future.

What is happening? LifeMap products are being replaced with USAL products, and producers will begin to see this transition in the eGMA in late March. For new and renewing small (2-50) groups with effective dates beginning with July 1, 2023, life and disability (L&D) products will be accessible by clicking the explore link in the eGMA and redirecting to **USAL's** website. LifeMap products will be replaced with USAL products on the following rollout schedule:

- **eGMA new and renewing groups with effective dates through June 1, 2023:** LifeMap L&D products can be quoted for new and renewing small groups and will be available in the eGMA tool through June 1, 2023 effective dates.
- **eGMA renewals with effective dates beginning July 1:** Groups renewing LifeMap L&D plans with effective dates of July 1, 2023 and thereafter will no longer be able to be quoted and renewed in the eGMA. Beginning March 28, 2023, when requesting July 1, 2023 (or later) renewals, producers using the eGMA will click a link to explore **USAL** products and be redirected to the USAL website. USAL sales executives will support the quoting and renewing process for all renewals.
- **eGMA new groups with effective dates beginning July 1:** Producers will access new sales opportunities for L&D products with effective dates of July 1 or thereafter by clicking a link in the eGMA to explore **USAL** products. Users will be redirected to the USAL website, and USAL sales executives will support the quoting and selling process for all new sales.

What do I do for my groups that have a LifeMap L&D plan? USAL will contact producers 90 days prior to each group's transition date and provide all the details of the transition process. There may be forms where signatures are required.

If one of my groups purchases a LifeMap L&D plan prior to July 1, how will that LifeMap plan transition over to USAL? USAL will contact and inform the group of all the details of the transition process.

What can I sell a group that does not have an L&D policy and is interested in USAL L&D products and services? Groups interested in purchasing an L&D plan can be directed to USAL. Links can be found in renewal packets, new and renewing groups' eGMA tools, and by visiting the USAL [website](#).

When will groups renewing prior to July 1, 2023 be notified of the change from LifeMap to USAL L&D? Beginning late March 2023, for July 1 renewing groups, renewal documents will be sent with a [USAL flyer](#) that replaces the LifeMap flyer.

Frequently Asked Questions – Feb. 15, 2023

What will happen with groups renewing after July 1, 2023 that have LifeMap L&D products or wish to make changes to their LifeMap L&D products? Producers do not need to initiate any action for the transition of their groups from LifeMap to USAL. USAL will contact producers 90 days prior to each group's transition date and provide all the details of the transition process. If a group would like to change their plan at renewal, the producer can inform USAL at the beginning of the transition discussion and USAL will provide available plan options. This will be the same USAL contact that is provided 90 days prior to their transition date.

Who do I contact with questions? For more information about policy provisions, features, advantages, value-added services, and benefits for small group offerings, visit the USAL [website](#). Questions from groups and producers about their USAL transition can be directed to their USAL sales representative or Brandon Wray (brandon.wray@usablelife.com).