

## LifeQuote Administration Fee Structure

### What is LifeQuote Administration?

Hand over the admin to us - the only end-to-end service taking away the hassle and risk of writing protection, freeing you to find and advise clients. We make administering protection easy, managing the full application: from completing the application with your client and submitting it to the insurer, chasing GPs and dealing with underwriters.

LifeQuote Administration saves you **three hours per case\***, freeing you to meet and advise more clients. This timesaving, on average, frees advisers who use LifeQuote Administration to write 20% more protection cases every month.

Quilter have special arrangements with a number of insurers, where the insurer pays the administration fee, dependent on the policy. This document explains which fees are funded by insurers and which fees are paid for by advisers.

### LifeQuote Administration fees funded by the insurer

Insurers pay the following LifeQuote Administration fees for policies that go on risk:

- All policies with Aviva and The Exeter
- All policies that include income protection or critical illness with AIG, Royal London and Vitality.
- Advisers will pay a fee if a case, normally funded by an insurer, does not go on risk (see next page for full details).

### LifeQuote Administration fees paid for by the adviser

Advisers on the Quilter Select panel pay LifeQuote Administration fees for the following policies:

- All policies with Guardian, Legal & General, Scottish Widows and Zurich
- All term, whole of life and family income benefit policies with AIG, Legal & General, Royal London and Vitality.
- All business protection policies with AIG, Legal & General, Royal London and Vitality.

The table on the next page outlines the fees. These are paid by Quilter on your behalf and then deducted from your commission account via OfficeWeb or IntelligentOffice.

LifeQuote Administration fees	Personal protection Fee	Business protection fee
Applications submitted to the insurer with an immediate decision (irrespective of whether the case goes on risk or is abandoned). <ul style="list-style-type: none"> <li>■ Application completed and submitted to the insurer.</li> <li>■ Terms and start dates issued.</li> <li>■ Early warning system and technology to get lapsed policies back on risk and reduce commission clawback.</li> </ul>	£69	£99
Applications submitted to the insurer but need additional underwriting (irrespective of whether the case goes on risk or is abandoned). <ul style="list-style-type: none"> <li>■ Application completed and submitted to the insurer.</li> <li>■ Liaising on underwriting; including GP reports, additional questionnaires, medical exam reports.</li> <li>■ Adviser and client kept-up to date throughout the progress.</li> <li>■ Terms and start dates issued.</li> <li>■ Early warning system and technology to get lapsed policies back on risk and reduce commission clawback.</li> </ul>	£95	£125
Applications not submitted to the insurer*	£29	£59

- Advisers pay a fee if a case normally funded by an insurer does not go on risk:
  - £69 for personal protection or £99 for business protection where applications submitted get an immediate decision but do not go on risk
  - £95 for personal protection or £125 for business protection where applications submitted require additional underwriting but do not go on risk.

## Benefits of LifeQuote Administration



Get time back to focus on advising and selling: three hours on average per case



Disclosure Protection frees you from the risk of administering protection applications



Early warning process to get lapsed policies back on risk, reducing commission clawback



Advisers that use LifeQuote Administration write 20% more protection cases



View all your client's cases, across all insurers, all in one place



A dedicated Case Manager and one point of contact for all your cases

## LifeQuote SmartCompare

- LifeQuote SmartCompare is a unique insurer comparison tool available to all Quilter advisers via the LifeQuote Platform.
- SmartCompare helps advisers easily, quickly and conveniently compare different protection products during the research stage.
- Compares term products (including whole of life), income protection and critical illness, helping justify and support your recommendation. Save time versus searching insurer websites, KFDs and comparing product and price. Use the filter to allow you to search for specific product criteria.
- Download the bespoke report and include it in your suitability wording, demonstrating your recommendation holistically in terms of product value and price. This also covers you for any compliance spot checks.
- Recommending a product based on individual circumstances helps remove the risk of buyer's remorse and clients cancelling their policy (especially within the first 30 days) – reducing the risk of commission clawback.
- Simple and intuitive to use, displaying results in a way that's easy to understand
- Quilter advisers qualify for an exclusive rate, collected via Direct Debit on a monthly basis.

SmartCompare Access	Fee
First month unlimited SmartCompare access	Free
SmartCompare monthly cost thereafter	£6

To sign up for SmartCompare contact the LifeQuote Sales Support team at [salesupport@lifequote.co.uk](mailto:salesupport@lifequote.co.uk) or call 01243 791199.

## SmartCompare cancellation

- Advisers can cancel their SmartCompare subscription at any time, by contacting LifeQuote via the Sale Support team.
- Please be mindful that no part refunds of the monthly fee will be returned and should the next direct debit amount be due within 15 days of your cancellation, we will collect the final Direct Debit amount prior to cancellation.
- Please note we cannot offer a partial refund of the monthly fee once cancelled.