

Partners Website Guide

A USER GUIDE TO COLUMBIAN'S AGENT WEBSITE

Columbian Mutual Life Insurance Company Home Office: Binghamton, NY Columbian Life Insurance Company Home Office: Chicago, IL • Administrative Service Office: Binghamton, NY Columbian Life Insurance Company is not licensed in every state.

Form No. 5332 (Rev. 9/22) For agent use only. Not for use with consumers.

2022

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Introduction

Partners is Columbian's secure website for agents to contact us, view and/or download business information, bulletins, announcements, and forms. The Partners Website provides 24/7 access to the current status of applications, policies, and commissions for your business.

Getting Started

To enroll in the Partners Website, go to <u>cfglife.com/producer-login</u> and click the Log in to Partners link. Tap or click the "Not registered? Enroll here!" link.

Please Log In	
User ID:	
Password:	
Log In By choosing Log In, you agree to the terms of the <u>CFG Confidentiality of Information Agreement</u> .	Show Agreement
Not registered? Enroll here! Click here to register.	
Forget your password? Reset here!	

Enter the first <u>six</u> digits of your Columbian Agent Number, the last four digits of your tax ID, and one of the following: date of birth, zip code, telephone number or email address.

User Enrollment	
Please help us to identify you	Enter only the first <u>six</u> digits of your agent number.
First SIX digits of CFG Agent Number: *	
Last four digits of tax ID: *	
Select and provide one additional piece of ident	tifying information
Date of birth (mm/dd/yyyy): V *	Date of birth, zip code, phone number or
Continue Continue to set up your	email address
Fields where entry is login information.	risk * and a yellow background .

If you have registered but forgotten your password, click the reset link. You will be able to reset your password after providing the identifying information above.

Please L	.og In	
User ID:		
Password:		
	Log In By choosing Log In, you agree to the terms of the <u>CFG Confidentiality of Information Agreement</u> .	Show Agreement
-	ered? Enroll here! Click here if you forget your password.	
Forget you	ur password? Reset here!	

Need Help?

For help with getting registered or navigating the Partners website, contact Sales Support at 800-423-9765, extension 7582.

Agent Home Page

Your Home page will display after you log in to Partners. This page provides an overview of your application history and any pending applications, including information regarding any action needed before a policy can be issued.



Contact Us

The fastest and easiest way to contact us is by sending a message through the Partners Website. Click the appropriate contact button or the Contact Us link at the top of the page and complete the online form.

News & Alerts

Any alerts from the Company will also be shown on your Home page when applicable. Examples of alerts include:

- A policy is in danger of lapsing
- An account has a balance due
- A new bulletin or form has been posted since the last time you logged in
- General announcements from the Company

View Payment by Check / View Deposit

The View Payment by Check and View Deposit tools allow you to view details for commission payments made by check or by deposit. Select a check or deposit from the drop-down menu and click the Get Detail button.



Application History

The application history shows an overview of your business in the past week, last 30 days, year to date and since you were contracted with Columbian.

pplication History												
	Week 08/27/2020 - 08/31/2020		Last 30 Days 08/02/2020 - 08/31/2020		Year to Date 01/01/2020 - 08/31/2020			Since Inception 01/01/1900 - 08/31/2020				
	Count	0 Premium	Face Amt	Count	0 Premium	Face Amt	Count	Clic	ck on any	green	ium	Face Amt
					Submitted (Bas	sed on submissic	on date.)	underli	ned item	for deta	ils	
Accepted	1	2,655.47	2,674.19	Z	9,653.13	9,722.15	21	00,	07,203.31	191	906,019.45	922,702.35
Unissued	0	0.00	0.00	0	0.00	0.00	1	2,443.00	2,505.64	1	2,443.00	2,505.64
				Is	ssued & Paid (Based on product	tion date.)					
Issued & Paid	1	2,655.47	2,674.19	Z	9,653.13	9,722.15	22	68,802.77	69,708.95	<u>192</u>	908,462.45	925,207.99
Not Taken	0	0.00	0.00	0	0.00	0.00	1	2,443.00	2,505.64	1	2,443.00	2,505.64
Net Issued & Paid	1	2,655.47	2,674.19	Z	9,653.13	9,722.15	21	66,359.77	67,203.31	<u>191</u>	906,019.45	922,702.35

Application Details

Арр	lication Hi	story (Submi	tted) - Accepted,	, Last 30 Da	ys (08/02/	2020 - 08/3	31/2020)					
	⇔ Policy	⇔ Insured			♀ Policy Share	⇔ Submitted	⇔ Issued	⊖ Effective	⇔ 🕜 Paid To	⇔ Status	⇔ Plan Name	⇔ Benefit
	123456789	Walter White	2,281.00	2,283.28	1.0	08/06/2020	08/06/2020	08/05/2020	08/05/2038	Inforce	Elite	Full
	<u>234567890</u>	Earl Grey	Click on a policy	number for	policy det	ails ²⁰	08/06/2020	08/05/2020	08/05/2043	Inforce	Elite	Full
	<u>345678901</u>	Sam Green	593.00	608.21	1.0	08/18/2020	08/18/2020	08/18/2020	08/18/2052	Inforce	Elite	Full
\$	<u>456789012</u>	Violet Hue	614.22	618.55	1.0	08/18/2020	08/18/2020	08/18/2020	08/18/2045	Inforce	Select	Full
	<u>567890123</u>	Lewis Black	614.22	620.42	1.0	08/18/2020	08/18/2020	08/18/2020	08/18/2046	Inforce	Elite	Full
	<u>678901234</u>	Red Buttons	614.22	620.42	1.0	08/18/2020	08/18/2020	08/18/2020	08/18/2047	Inforce	Elite	Full
	78901234	Bert Brown	2,655.47	2,674.19	1.0	08/28/2020	08/28/2020	08/27/2020	08/27/2043	Inforce	Elite	Full

Applications Pending

When an application is being processed, it will be shown as 'Proceeding.' If any action is needed before the policy can be issued, it will be listed as 'Action Needed' and any requirements will be shown.

Applications Pending		
Proceeding	0	-
Action Needed	Any action needed will be shown here	-

Commissions Tab

The Commissions tab allows you to access your Commission Statement, Daily Commission Summary and Policy Commission History, and Agent Balances, if applicable.



Commission Statement

You can view a summary of current activity, view previous statements, or search by a date range.

Commission Stat	ement
Agent:	012345
Account:	Click on a specific date or use the Shift key to select a range of dates
Report Dates: 🙆	current activity 08/31/2020 07/31/2020 06/30/2020 You can request a statement spanning multiple dates by holding the Shift key and mouse-clicking on the beginning and end dates you choose.
	To search for a more specific range of report dates:
	Start Date: 11/30/2009 (MM/DD/YYYY)
	End Date: 08/31/2020 (MM/DD/YYYY)
	Make your selection, then click Request Report
🔁 Request Report 🥣	

Commission Summary Report

€ 2	Print version / PDF	rt can be prii	nted or downloaded		
Jommis	ssion Summary		AMOUNT PAYABLE* : \$568.70		
	Description		04/01/2021 - 05/13/2021	Month To Date	Year To Date
	Beginning Balance		17.08	0.00	0.0
Less	Advance Chargebacks	-	-11.58	-11.58	-11.5
Plus	First Year Commissions	+	29.05	3.13	149.4
.ess	Advances Repaid	-	-6.02	0.00	-18.3
Plus	Renewal Commissions	+	21.37	10.28	21.3
Plus	Transfers	+	278.80	-121.83	1,460.0
lus	Bonus	+	240.00	120.00	240.
ess	Amount Paid	-	-568.70	0.00	-1,841.
Equals	Balance Due CFG	=	-0.00	0.00	-0.0

Commission Paid Report

To view the Commissions Paid Report, select a date range type.



Commission Paid Report from 07/02/2020 through 07/01/2021

(For paid amount	\$0.00 or higher)					
Agent Number	🕀 💦 Agent Name	\ominus Manager Number	\ominus Manager Name	$\stackrel{ riangle}{\Rightarrow}$ Last Commission Paid	Payment Frequency	Amount Paid
123456	An Agent	987654	Martin Manager	5/28/2021	Daily	\$34,219.74
123456	Andy	987654	Martin Manager	5/26/2021	Weekly	\$12,567.80
123456	Andy Ag	987654	Martin Manager	5/26/2021	Weekly	\$10,519.15
456789	P		Ursula Upline	5/26/2021	Weekly	\$7,757.16
456789	P Click on column		Ursula Upline	5/26/2021	Weekly	\$7,186.58
123456	A to sort the co	lumn	Martin Manager	5/26/2021	Weekly	\$7,032.10
789012	Rom	JZ 1907	George General	5/26/2021	Weekly	\$6,110.98
789012	Ronald Representative	321987	George General	5/26/2021	Weekly	\$6,057.83
789012	Ronald Representative	321987	George General	5/26/2021	Weekly	\$6,037.04

Daily Commission Summary

The Daily Commission Summary shows itemized commissions for a specific date.

Agent #		⇔ Hold Reason	÷	Agent Name		\$ Unearned Advance Balance	⇔ Agent Account Status
123456	001		Andy Agent		25.32		Active
123456	001		Andy Agent		22.82	-2,754.40	Active
123456	003		Andy Agent		29.47	-626.83	Active
123456	011		Andy Agent		0.00	-142.75	Active
123456	014		Andy Agent		22.95	0.00	Active
123456	015		Andy Agent		33.80	-1,409.57	Active
123456	016		Andy Agent		55.52	0.00	Active
123456	017		Andy Agent		9.81	0.00	Active
123456	020		Andy Agent		34.86	0.00	Active
123456	023		Andy Agent		57.22	0.00	Active
123456	024		Andy Agent		112.67	-1,647.88	Active
123456	026		Andy Agent		20.55	0.00	Active
123456	027		Andy Agent		12.68	0.00	Active
123456	030		Andy Agent		20.00	0.00	Active
123456	031		Andy Agent		10.82	0.00	Active

Policy Commission History

The Policy Commission History allows you to look up the history for a specific policy.

History	
205000123456	Search

Resources Tab

The Resources tab allows you to print or download forms, read bulletins, securely upload documents to the Company and see your upload history.



Downloading Forms

To access forms, click on the Forms / Supplies link and choose your state from the drop down list, then click the Next button.

	I Expense Forms for AZ uctions: You can filter the list of forms by typi		Search for a form number, nar category by entering a search		
Form	n Number	Title	Category		
\$		A Title	▼ Date	⇔ Category	⇔ Size
7	5380CFG (rev. 02/2021)	CFG Website Flyer	04/23/2021	Reference	8.5 x 11 in
	5374CFG (rev. 02/2021)	Monthly EFT Face Amount Tables (FE 2020)	Click a link to open	late Sheets	8.5 x 11 in
R	Click the arrow at the top of	Public Communications / About Columbian Brochure	or download a form	leference	8.5 x 11 in
B	a column to sort the list	Public Communications / About Columbian - Spanish	03/04/2021	Reference	8.5 x 11 in
1	5309CFG (rev. 01/2021)	Application Tips (FE 2020)	02/05/2021	Reference	8.5 x 11 in
1	4355CFG (rev. 12/2020)	Needs Analysis Form	01/21/2021	Forms	8.5 x 11 in
7	4355CFG-S (rev. 12/2020)	Needs Analysis Form - Spanish	01/21/2021	Forms	8.5 x 11 in
1	5378CFG (rev. 01/2021)	Final Expense Agent Reference Guide (FE 2020)	01/11/2021	Reference	8.5 x 11 in
7	5379CFG (rev. 01/2021)	Final Expense Underwriting Guidelines (FE 2020)	01/11/2021	Reference	8.5 x 11 in
Z	6085-CL (rev. 09/2020)	Telesale Procedure Guide	10/19/2020	Reference	8.5 x 11 in
1	5045CFG-AZ (rev. 10/2020)	New Business Checklist (FE 2020)	10/15/2020	Reference	8.5 x 11 in
R	5378CFG-S (rev. 07/2020)	Final Expense Agent Reference Guide - Spanish	09/22/2020	Reference	8.5 x 11 in

Bulletins

The Bulletins link allows you to access any previously posted bulletin.

Bulle	etins		
	Bulletin Number	Title	Date
	CLIC-21-2675	Company Position on Policy Replacements	04/05/2021
1	CFG-21-2676	Advertising Practices open a bulletin	03/31/2021
7	CML-21-2674	Annual New York Reminders	03/25/2021
7	CFG-20-2666	COVID-19 Underwriting Guidelines	12/02/2020
7	CML-20-2665	NY Reg 500 Cybersecurity Training	11/19/2020
7	CFG-20-2664	Risk Assessments by Email	11/13/2020
	CFG-20-2658	Final Expense Underwriting Improvements	07/24/2020

Document Upload

The Document Upload feature allows you to securely upload New Business applications, Customer Service forms, Commission Administration forms or Premium Administration forms.

Simply scan or photograph the documents and upload them electronically from your phone, tablet or computer. When sending photos of documents, make sure the information is legible and be sure to capture the form in its entirety, including the form number. You may attach up to ten files, but do not combine multiple insureds or policies in one transmission.

Document Upload	ł						
	This form utilizes Intern Complete the		echnology to ensu "Upload" button.			1	its.
Sender Details							
Sender	501009 Columbian Represe	ntative					
Sender Email	bogus_blacklist@cfglife.com	n					
Sender Phone	123-456-7890						
Please enter inform	nation related to this t	ansmission.					
	In accordance with my Colu customer information stored information from my mobile	l on my comput	ter or mobile devic	es. I agree to	immediately rem	iove all images cor	ntaining nonpublic personal
Send To	- Select -		~	Sele	ect from the d	rop down mer	u
Remarks					Commissie Customer New Busir	on Administrat Service	tion
Allowed formats are	TIFF, PDF, JPG, PNG. I	Do not comb	oine multiple ir	sureds or p ummary of	oolicies in one your upload	transmission. will be availabl	le in your Upload History
Attach files to upload		Choose Files		Attach ι	ip to ten PDF	, JPG, PNG o	or TIFF forms
Dpload	When ready,	click the Up	load button]			

A summary of your upload will be available in your Upload History for 90 days. Images are available for 14 days after upload.

The Production tab allows you to view Agent Production Credits and Managed Production Credits for selected periods of time.



Agent Production Reports

The Agent Production Credits screen allows you to see production for the period of time you choose. You can also view production for multiple periods of time to compare production. For example, you could compare the previous month's production to the same month last year.

gent Production Credit	S	Se	elect a time per	iod			
oduction Credits							
		1 💙 January 💙 2020	v to 30 ∨ September	✓ 2020 ✓ (274 days) Update	>> Remove this blo	ck	
		0				0	
Personal Credits	Count	Premium	Face Amt	Managed Credits	Count	Premium	Face Amt
Submitted	23.0	71,963.72	72,901.83	Submitted	<u>4.0</u>	25,046.75	25,149.89
Issued & Paid	23.0	71,963.72	72,901.83	Issued & Paid	<u>4.0</u>	25,046.75	25,149.89
Not Taken	<u>1.0</u>	2,443.00	2,505.64	Not Taken	0.0	0.00	0.00
Net Issued & Paid	22.0	<u>69,520.72</u>	70,396.19	Net Issued & Paid	4.0	25,046.75	25,149.89
		1 🗙 September 🗙 2020	0 🗸 to 30 🗸 Septembe	r 🗙 2020 🗙 (30 days) Update :	>> C Remove this bloc	k	
		0				0	
Click on any gre	en punt	Premium	Face Amt	Managed Credits	Count	Premium	Face Amt
link for details		3,160.95	3,192.88		0.0	0.00	0.00
	1.0	3,160.95	3,192.88			0.00	0.00
Not Taken	0.0	0.00	0.00	Select multiple period	de of time	0.00	0.00
Net Issued & Paid	<u>1.0</u>	3,160.95	3,192.88	for production comp		0.00	0.00
		24 🗸 September 💙 202	20 🗸 to 30 🗸 Sep			¢	
		0				0	
Personal Credits	Count	Premium	Face Amt	Managed Credits	Count	Premium	Face Amt
Submitted	0.0	0.00	0.00	Submitted	0.0	0.00	0.00
Issued & Paid	0.0	0.00	0.00	Issued & Paid	0.0	0.00	0.00
Not Taken	0.0	0.00	0.00	Not Taken	0.0	0.00	0.00
Net Issued & Paid	0.0	0.00	0.00	Net Issued & Paid	0.0	0.00	0.00

Managed Agent Production Reports

The Managed Agent Production report is available to managers and shows production for all agents within the Agency.

			2 🗸	October 🗸	2019 🗸 1	to 30 🗸 Septe	mber 🗙 202	0 🗸 (365 day	ys) Set date	s >>				
						Issued								
	Agent		Submitted			& Paid		NT/Issued		Not Taken			Net Issued	
Number	Name	Policies	Premium	🗧 Face Amt	Policies	Premium	🗧 Face Amt	Premium	Policies	Premium	🗧 Face Amt	Policies	⇔ Premium	🗧 Face An
	Total	32.0	122,171.65	123,374.75	32.0	122,171.65	123,374.75	0.0199965	1.0	2,443.00	2,505.64	31.0	119,728.65	120,869.1
n i 123456	Molly Marketer	28.0	97,124.90	98,224.86	28.0	97,124.90	98,224.86	0.0251532	1.0	2,443.00	2,505.64	27.0	94,681.90	95,719.2
234567	Catherine Counselor	0.0	0.00	0.00	0.0	0.00	0.00	0.0	0.0	0.00	0.00	0.0	0.00	0.0
145678	Sylvia Seller	0.0	0.00	0.00	0.0	0.00	0.00	0.0	0.0	0.00	0.00	0.0	0.00	0.0
456789	Samuel Smith Jr	0.0	0.00	0.00	0.0	0.00	0.00	0.0	0.0	0.00	0.00	0.0	0.00	0.0
s67890 👷	Andrew Advisor	0.0	0.00	0.00	0.0	0.00	0.00	0.0	0.0	0.00	0.00	0.0	0.00	0.0
m 678901	Samuel Smith III	0.0	0.00	0.00	0.0	0.00	0.00	0.0	0.0	0.00	0.00	0.0	0.00	0.0
189012	Peter Producer	4.0	25,046.75	25,149.89	4.0	25,046.75	25,149.89	0.0	0.0	0.00	0.00	4.0	25,046.75	25,149.8

Managers can click the dashboard symbol next to any agent's name to view the agent's dashboard The Policy Management tab allows you to view Inforce & Terminated business, past due policies, and Agent Metrics. Managers can view reports for personal or managed business.



Inforce & Terminated Reports

The Inforce & Terminated report is available for personal production or managed production.

nforce & Termi	nated (Personal I				i be do to a sp		aded to dsheet		38,805								
As Of Date:					10/21/2020		(mm/	/dd/yyyy)									
Update																	
Policy Year	Submitted	Not Ta	ken	De	clined	Res	scinded	Deaths	;	La	apsed	Inco	mplete	Ma	atured	Inforce	2
								Policy	Counts								
1	27	1	3.7%	0	0.0%	0	0.0%	1	3.7%	0	0.0%	0	0.0%	0	0.0%	25	92.6
2	35	0	0.0%	0	0.0%	0	0.0%	8	22.9%	0	0.0%	0	0.0%	0	0.0%	27	77.1
3	19	0	0.0%	0	0.0%	0	0.0%	7	36.8%	0	0.0%	0	0.0%	0	0.0%	12	63.2
4	22	0	0.0%	0	0.0%	0	0.0%	3	13.6%	0	0.0%	0	0.0%	0	0.0%	19	86.4
5	23	0	0.0%	0	0.0%	0	0.0%	12	52.2%	0	0.0%	0	0.0%	0	0.0%	11	47.8
Total	126	1	0.8%	0	0.0%	0	0.0%	31	24.6%	0	0.0%	0	0.0%	0	0.0%	94	74.6
								Annualize	d Premium								
1	107,444	2,443	2.3%	0	0.0%	0	0.0%	2,281	2.1%	0	0.0%	0	0.0%	0	0.0%	102,720	95.6
2	170,930	0	0.0%	0	0.0%	0	0.0%	36,982	21.6%	0	0.0%	0	0.0%	0	0.0%	133,949	78.4
3	92,096	0	0.0%	0	0.0%	0	0.0%	24,638	26.8%	0	0.0%	0	0.0%	0	0.0%	67,458	73.
4	126,804	0	0.0%	0	0.0%	0	0.0%	12,235	9.6%	0	0.0%	0	0.0%	0	0.0%	114,569	90.4
5	141,530	0	0.0%	0	0.0%	0	0.0%	81,311	57.5%	0	0.0%	0	0.0%	0	0.0%	60,219	42.5
Total	638,805	2,443	0.4%	0	0.0%	0	0.0%	157,446	24.6%	0	0.0%	0	0.0%	0	0.0%	478,915	75.0

Agent Metrics

The Agent Metrics reports are designed to help producers and managers track persistency and placement ratio. Data is updated monthly.

Target Metrics show the baseline percentages which will result in an "A" or "B" score. Targets are measured against all agents' percentages and are not reflective of a product's persistency requirements.

ata as of 09/30/2020 arget Metrics											s are b												
Target metrics are those that result in being in the top 40% of selling agents	12 Month Premium Paying Persistency		nth Premium Persistency	Placeme			the	e to	op 40%	% 0	f sellin	g ag	ents										
de	^{77%} 64% Click to ownload		67%	82%	0%																ers for egory		
Agent Account Id Id	Product	Issue Year	12 Month Premium Paying Persistency		24 Month Premium Paying Persistency	Score	Placement Ratio	Score	Rescission Ratio	Score	Applications Submitted	Not Takens	Other Applications Not Issued	Policies Issued	Premium Paying Policies Inforce	ETI & RPU Policies Inforce	Policies Issued at least 12 months prior	Premium Paying Policies after 12 months	Policies Issued at least 24 months prior	Premium Paying Policies after 24 months	Deaths during Contestable Period	Death Rescissions	Live Rescissio
123456 PRENCED M	Click the	olus	10006	A B	100% 82%	A B	100% 99%	AB	0% 0%	A A	1 172 21	0	0	1 171 21	1 121 9	0	1 148 18	1 130 16	1 115 16	1 94 10	0 29 0	0	0

Policy Search Tab

The Policy Search tab allows you to look up policy information for in force and terminated policies and for pending business.



All CFG Policy Search

You can search for all policies or filter your search by type or status.



Policy Details

The Policy Detail screen reflects values as of the prior month-a-versary.

Plan	Status								
Product Final Expense	Status Inforce								
Base Face Value \$5,000.00	Issue Date 07/15/2019								
Total Annualized Premium \$284.58	Effective Date 07/10/2019								
Age at Issue 67	Maturity Date 07/10/2073								
Coverages	Paid to Date 07/10/2021								
Coverage Face Value Modal Annualized Maturity Date	Owner								
Elite (Full) \$5,000.00 \$284.58 \$284.58 07/10/2073	Name Isabelle M. Insured								
Billing Details	Address 123 Main Street Anywhere, IL 12345								
Frequency Yearly Billing Type Direct Bill	Phone (123) 456-7890								
Modal Premium \$284.58	Insured								
Payment History	Name Isabelle M. Insured								
Date Paid Due Date Amount Source Status	Gender Female								
07/20/2020 07/10/2020 284.58 Lockbox Paid	Smoker N								
08/28/2019 07/10/2019 284.58 CASH Paid	Date of Birth 11/15/1951								
	Attained Age 69								
	Payer								
	Name Isabelle M. Insured								
	Address 123 Main Street Anywhere, IL 12345								
	Phone (123) 456-7890								
	Beneficiaries								
	Order Percent Name								
	Primary not specified Benjamin Beneficiary								
	Primary not specified Brenda Beneficiarv								