



DISABILITY RESOURCE GROUP

Passion. Purpose. Protection.

DON'T BE AFRAID TO ASK.

As an advisor, one of the first things you need to do is to get to know your clients. What are their aspirations, their objectives, their needs – these are all basic things you need to know before you can advise them. To meet these goals and needs, (typically) your client needs to have an income. What would happen if your client's income stopped due to an illness or injury? Those goals may become unattainable. They may not be able to maintain their current lifestyle or even make ends meet if they cannot work for an extended time.

As you should with any other important asset, income needs to be protected. How do you do that? With Disability Income Protection. That will provide your clients with a portion of their income, on a tax-free basis, to help make ends meet and not deplete their savings or investments that are earmarked for their ultimate goals. If you are not asking them what they are doing to protect their incomes, you definitely should be.

Many of you understand how important it is to protect your client's income. However, many of you also know this protection is not always easy to obtain. Disability Income Protection is a unique insurance product and one that is underwritten in three very different ways – quite unlike Life Insurance, Long Term Care, or Health Insurance.

Disability underwriters look at your occupation, your compensation, and any medical or psychological complications to determine eligibility and where to place them if they are. It is important to know that not all companies look at income protection underwriting in the same way. Some may be more lenient with certain occupations or ailments than others. Some may look at income differently. They can also cater to different sectors of the market and be priced accordingly.

The best way to way to make sure that your client is getting the best deal from an insurance company is to ask all of the pertinent questions regarding their Occupation, Compensation, and Medical Complications. Our proposal request form and medical questionnaires do ask these questions confidentially. We may also have to come back to you after submitting the request asking for additional information.

Obtaining accurate information and details about your client allows us to speak to underwriters to get the best deal for your client for the most appropriate company and eliminate some of the surprises they may get from an offer other than what they were expecting, a postponement, or declination of coverage. Doing this can save you, your clients, and our organization time, effort, and energy by showing your client the most likely scenario before they begin the application process, getting examined, providing tax returns, telephone or online interviews, and completing the application.

We realize that your time and client's time is valuable and getting additional information can sometimes be difficult. However, once you explain the process to your client why you need this information, they may have a better understanding as to why it is being requested. Getting this upfront can also speed up the underwriting process and have coverage issued without delay.

We realized that not everyone is as forthcoming as we'd like, and sometimes there may be details that are not yet available when requested, yet getting as much as we can as soon as we can allow for more leverage with the underwriters and better management of expectations for you and your client, so please, don't be afraid to ask..

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