Paperwork Review Process Overview and Helpful Tips

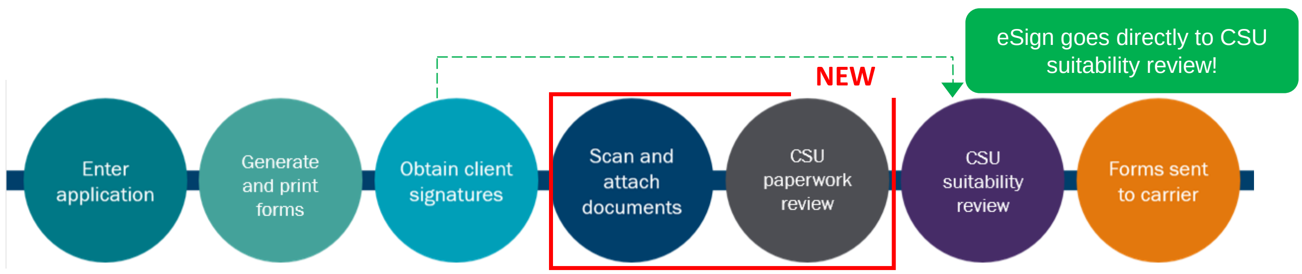
In December 2018, Ameriprise Financial implemented a revised paperwork submission process for all annuities submitted through AnnuityNet4. This paperwork process requires you to scan and submit new business forms that will be checked by a paperwork review team **before** the Centralized Supervision Unit (CSU) reviews the transaction.

We want to make sure you are aware of this change in process and share best practices to help ensure a smooth submission.

How does this process impact my practice?

First, this process applies to wet-signed, hardcopy paperwork only. If you elect to use RiverSource's eSignature option, the paperwork check is bypassed. Please note, NY Reg 60 forms will be reviewed during the CSU suitability review to confirm it is in good order. If you choose the wet sign process, printed forms and signed paperwork, including any NY Reg 60 forms, are required to be **scanned and uploaded to each AnnuityNet submission**. The scanned documents are then reviewed to ensure all paperwork is in good order, before CSU suitability review.

See the graphic below for an overview of the process.



Why the change?

FINRA 2330 states that all paperwork must be in good order prior to being sent to the carrier. By moving the paperwork review up front and prior to the suitability review, we are better able to meet this obligation. This should limit delays caused by missing or incorrect paperwork and you will no longer need to fax, eFile or mail paperwork to the carrier.

Best practices for a quick paperwork review

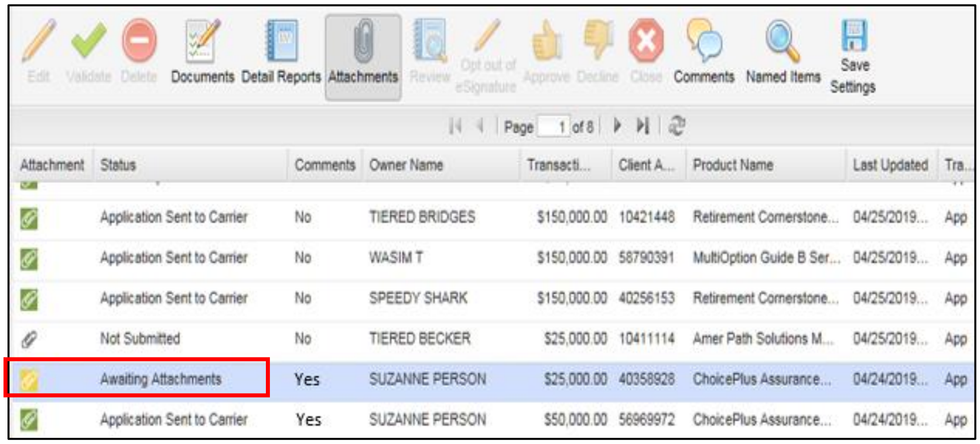
Tip #1: Skip two steps by using eSignature with RiverSource!
If you are using RiverSource as your carrier and want your application to be reviewed more quickly, choose eSignature. With eSignature, you can bypass the "Scan and attach documents" and the new "paperwork review" step. Click here for more information on RiverSource eSignature.

Tip #2: When scanning in your paperwork, make sure to use the correct settings

- Check the scanner settings and ensure your scanner is not set on high resolution.
- Ensure you only scan in paperwork that's needed - do not include "Give to Client" forms. Individual files cannot exceed 5 MB and the combined size cannot exceed 36 MB.
- If you encounter a size error attaching documents, adjust your scanner settings.

Tip #3: Know when you need to take action on a paperwork issue
From the Status of Business page on AnnuityNet, you can view the status of an application and click on the **Comments** icon to see what actions are needed. Click here for a guide to actions and alerts, depending on the AnnuityNet status. For help with suitability documentation, use the Annuity Case Discovery Tool.

Tip #4: If your paperwork is returned and you need to resubmit, follow these steps.
If the application is returned to you for missing pages or forms with no material changes, the status will be "Awaiting Attachments" and the paperclip icon will be yellow as shown below. Go into Comments to see what forms require action, highlight the transaction, and click on the paperclip to attach and submit missing forms. You only need to attach or update those specific forms, and retain the other forms.



Attachment	Status	Comments	Owner Name	Transacti...	Client A...	Product Name	Last Updated	Tra...
	Application Sent to Carrier	No	TIERED BRIDGES	$150,000.00	10421448	Retirement Cornerstone...	04/25/2019...	App
	Application Sent to Carrier	No	WASIM T	$150,000.00	58790391	MultiOption Guide B Ser...	04/25/2019...	App
	Application Sent to Carrier	No	SPEEDY SHARK	$150,000.00	40256153	Retirement Cornerstone...	04/25/2019...	App
	Not Submitted	No	TIERED BECKER	$25,000.00	10411114	Amer Path Solutions M...	04/25/2019...	App
	Awaiting Attachments	Yes	SUZANNE PERSON	$25,000.00	40358928	ChoicePlus Assurance...	04/24/2019...	App
	Application Sent to Carrier	Yes	SUZANNE PERSON	$50,000.00	56969972	ChoicePlus Assurance...	04/24/2019...	App

If the application is returned to you with material changes needed – the status will be "Response Required – PPWK Update." Go into Comments to see what actions are required, highlight the transaction, click Edit to make changes to the application, Validate and Submit. Once it is successfully validated and submitted, the application will update to the "Awaiting Attachments" status and the paperclip icon will be white. Then you'll need to reattach the entire forms packet (leaving out "Give to Client" forms.)

Questions? Contact Advisor Practice Tools & Capabilities (APTC) at 1-800-437-3401, Option 6, Option 2.