Client Manager

To go directly to the Servicing Agent Changes for the February 23, 2024 release click here

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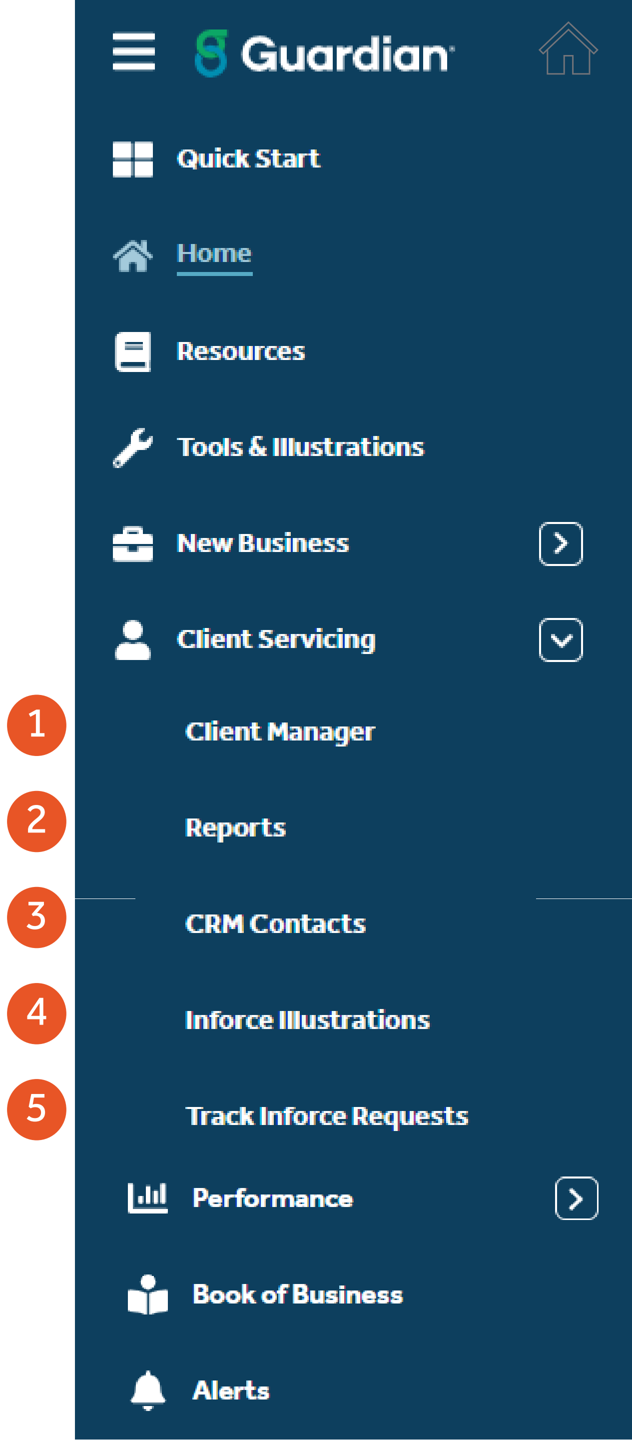
Client Servicing

How To Navigate GOL

To access Client Servicing, it is found under **Home** on the left side landing page. The platforms available under Client Servicing are **Client Manager, Reports, CRM Contacts, Inforce Illustrations Dashboard** and **Track Inforce Requests.**

1. Client Manager is being moved from Legacy to new GOL in stages. **Client Manager** will remain accessible in Legacy for functionality not yet in the new GOL.
2. A new **Reports** menu is being added under Client Servicing, where you will now find the GOM Reports functionality.
3. Access the beginning deliveries of Producer Workspace, including Contact Details, Policies, and Tasks, under the Client Servicing dropdown and selecting **CRM Contacts.**
   *Please note, an active SmartOffice subscription is required to access Producer Workspace and CRM Contacts.
4. The **Inforce Illustrations Dashboard** can be accessed under the Client Servicing drop down. The entire Inforce Life book of business can be found here.
5. **Track Inforce Requests** are available to view all requests and status of each request.

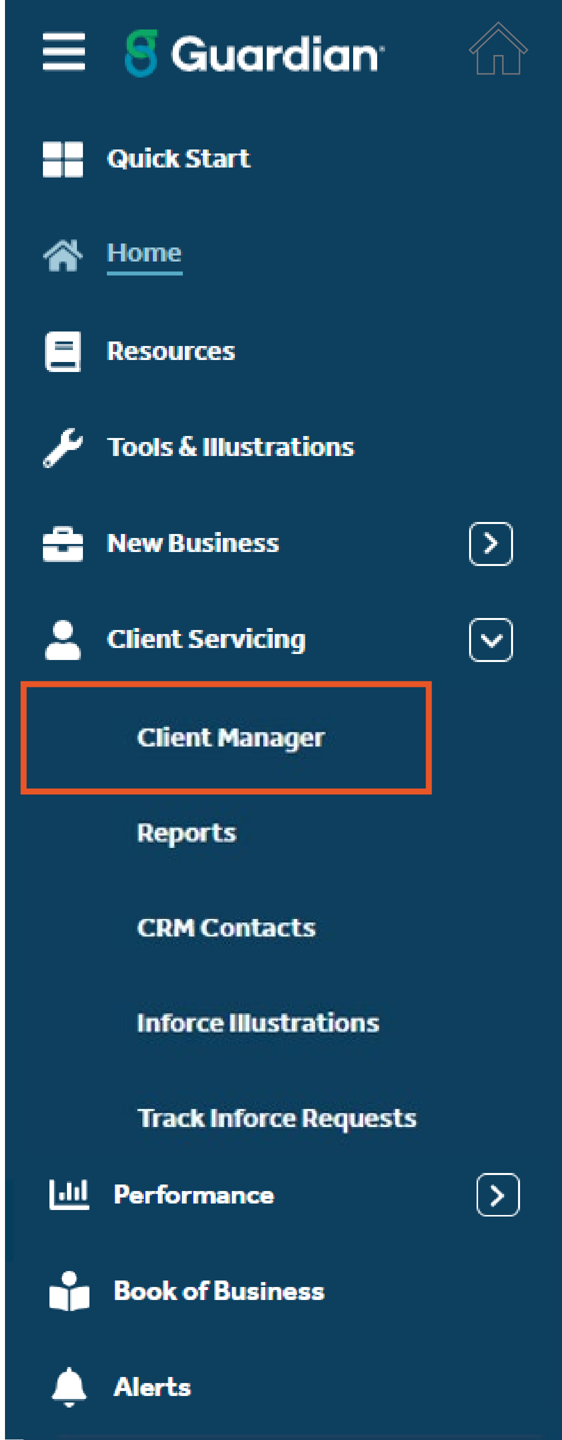


Client Manager - Overview

How To Navigate GOL

Client Manager is found under **Client Servicing** on the main menu. Legacy Client Manager will remain accessible in Legacy for functionality not yet in the new GOL. The following is available in the new GOL:

- Policy details for Life, Disability, Berkshire Pre- Merger, Annuity and Long-Term Care
- Print functionality for customer reports for Life and Disability policies within Client Manager Policy Details
- Policy reports available for Annuity and Long-Term Care policies
- Alerts tab within Client Manager
- Quote functionality for Life policies, including fair market value (712), loan/withdrawal, minimum deposit/mode change, nonforfeiture, premium paid in advance, reinstatement & surrender.
- Linked accounts
- Service requests for address changes, policy loans, mode changes , change servicing agent, change name (owner, beneficiary or address), trust certificate, dividend withdrawal, dividend option change (Form V167), fund allocation of net annual premiums and fund allocation and transfer.
- Document search
- Combined documents
- Servicing agent changes

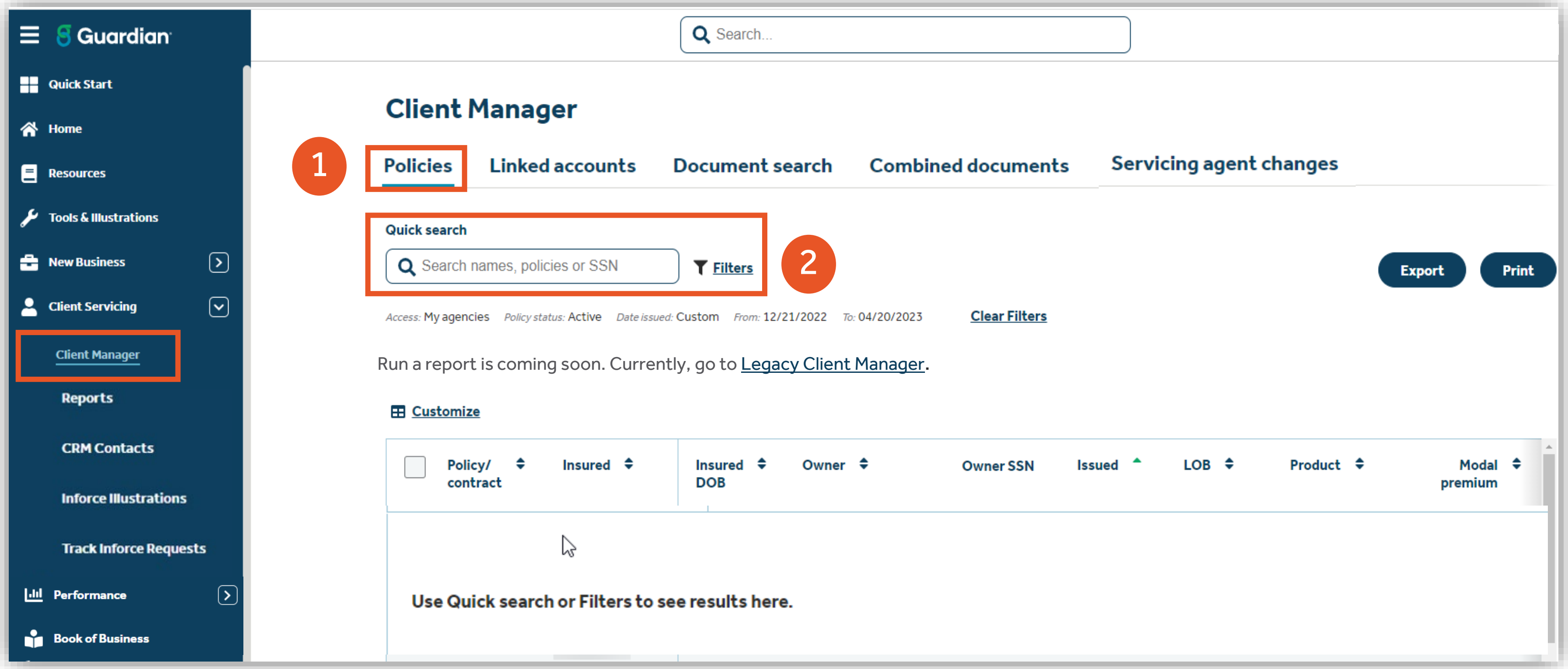


Client Manager - Policy & Print

How To Guide: Guardian Online (GOL)

1. **Client Manager Advanced Search** is now represented under the **Policies** tab in Client Manager

2. Pull up policies by using the **Quick search** or **Filters** function. Use the **Quick search** feature to pull up policies by specific names, policy numbers and SSN. **Filters** allows you to narrow your search further.

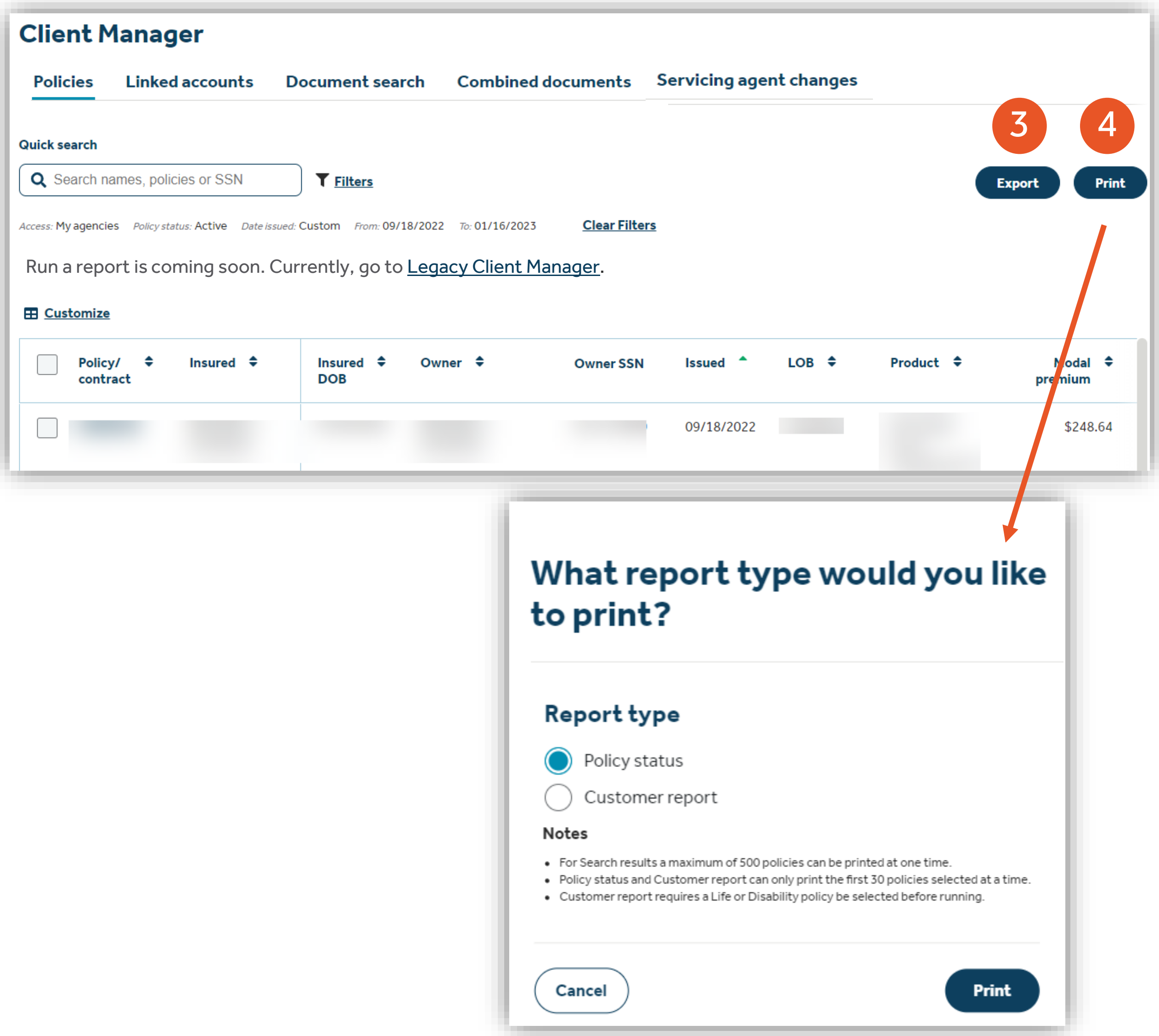


Client Manager - Policy & Print

How To Guide: Guardian Online (GOL)

3. With search results now in table format, the **Export** feature allows for exporting and sorting.

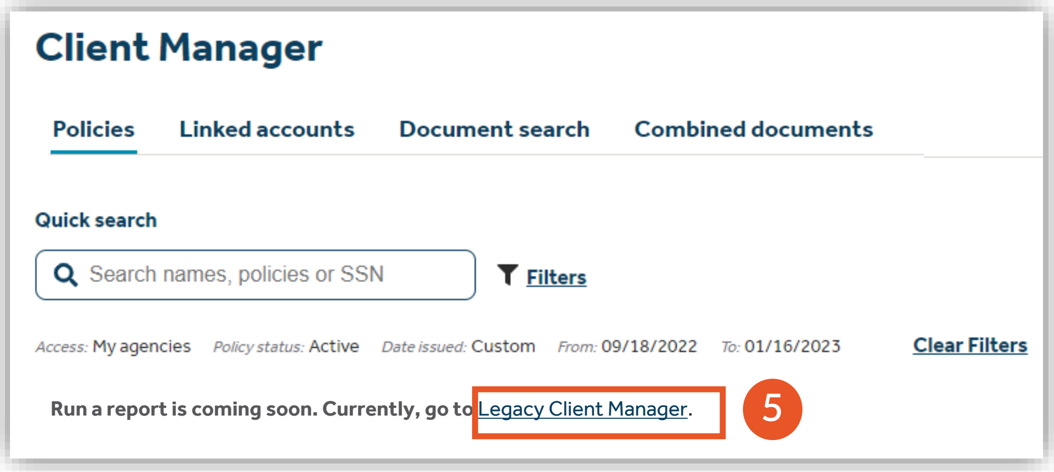
4. Search results printing can be accessed via the **Print** button. A pop-up screen displays the types of reports available to print. Make your selection and click **Print**.



Client Manager - Policy & Print

How To Guide: Guardian Online (GOL)

5. Navigate to **Legacy Client Manager Advanced Search** by selecting **Legacy Client Manager** link



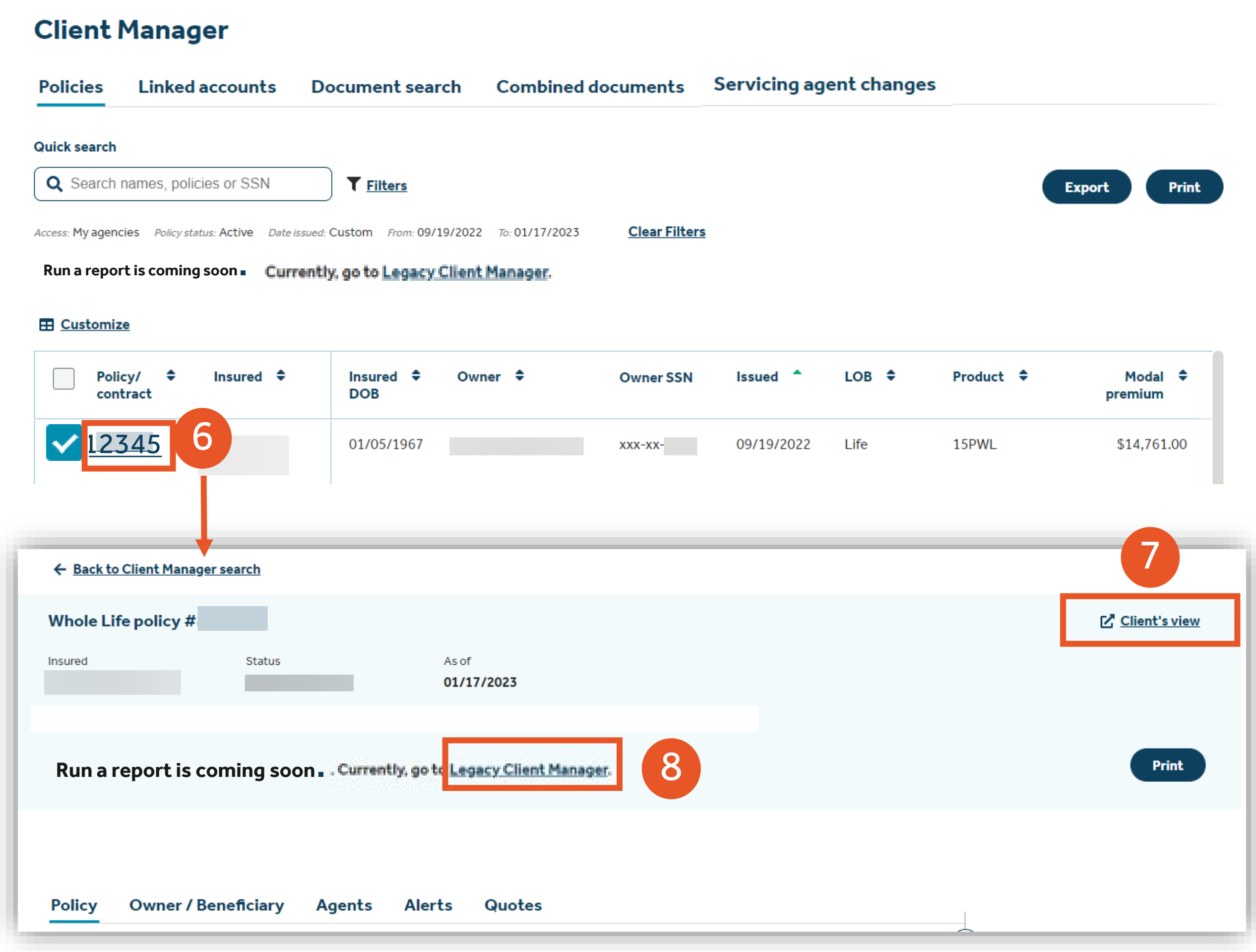
Client Manager - Policy & Print

How To Guide: Guardian Online (GOL)

6. The **Client Manager Policy Details** screen for a specific policy can be opened via a hyperlink by selecting the policy/ contract number.

7. The **Client's view** link now opens the policy in the Client Portal site.

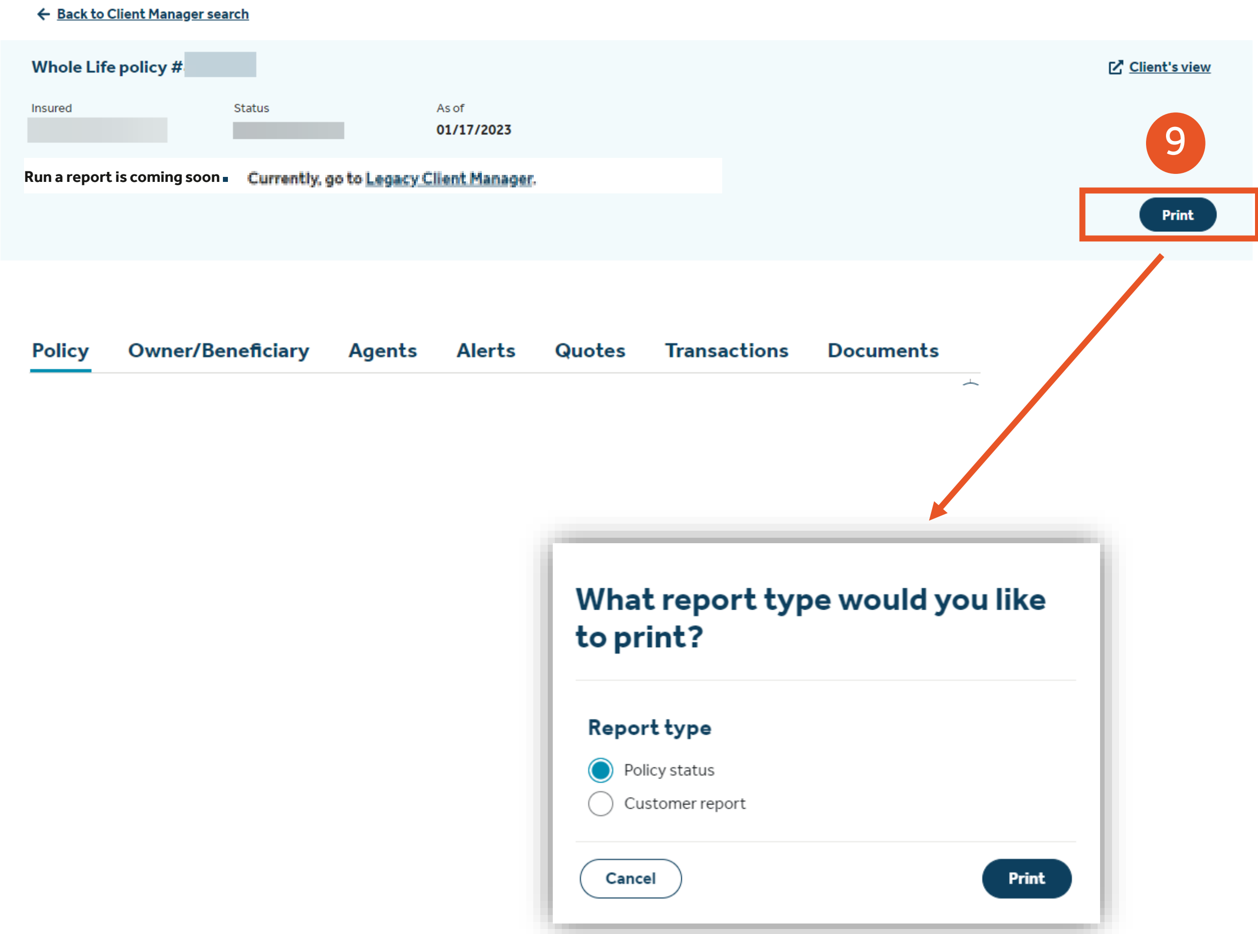
8. To navigate to the **Legacy Client Manager Policy Details** for the specific policy being viewed, select the **Legacy Client Manager** link.



Client Manager - Policy & Print

How To Guide: Guardian Online (GOL)

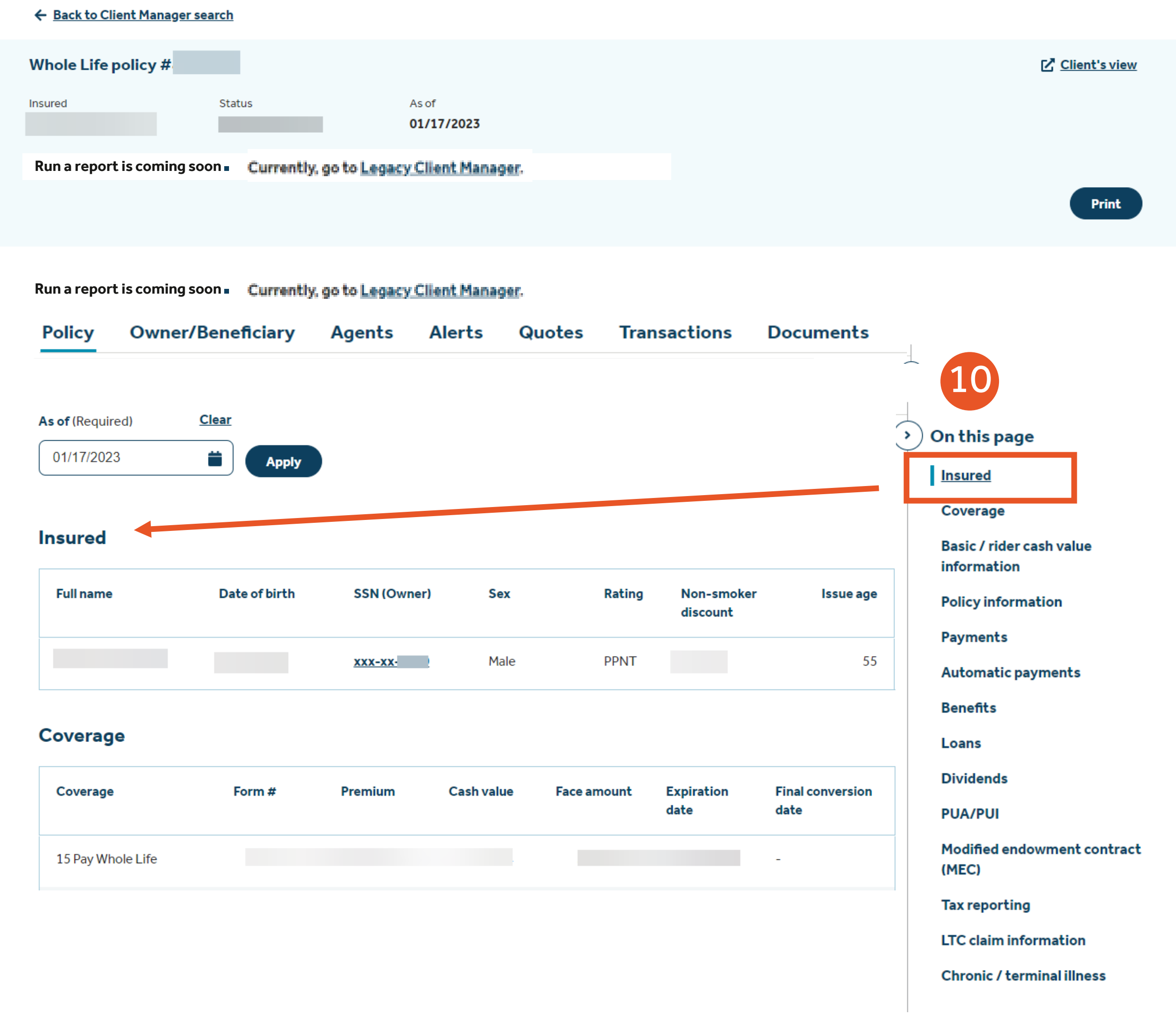
9. To print the policy details, select the **Print** button. A pop-up screen will display listing the two report types. Select either **Policy status** or **Customer report** and click **Print**. If neither report is needed, click **Cancel**.



Client Manager - Policy Print

How To Guide: Guardian Online (GOL)

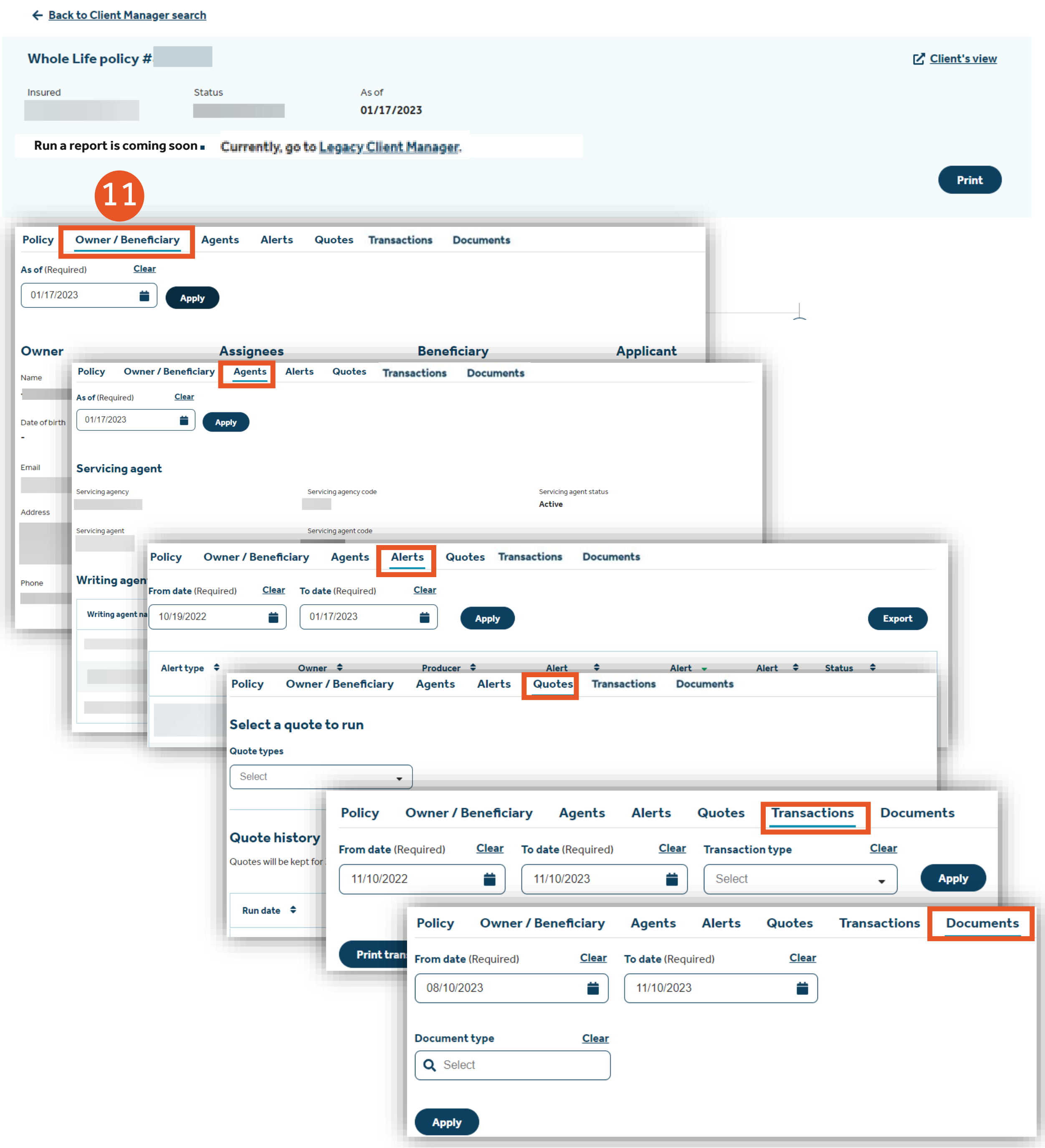
10. In the **Client Manager Policy Details** screen there is a right-hand panel that can be used to navigate to the different sections. All links are clickable, directing to the exact location of the page without having to scroll down to search for each section.



Client Manager - Policy & Print

How To Guide: Guardian Online (GOL)

11. There are 7 different tabs in the Client Manager Policy Details screen. Each tab has relevant information under each tab on the policy. Those are **Policy, Owner/ Beneficiary, Agents, Alerts, Quotes, Transactions and Documents.**



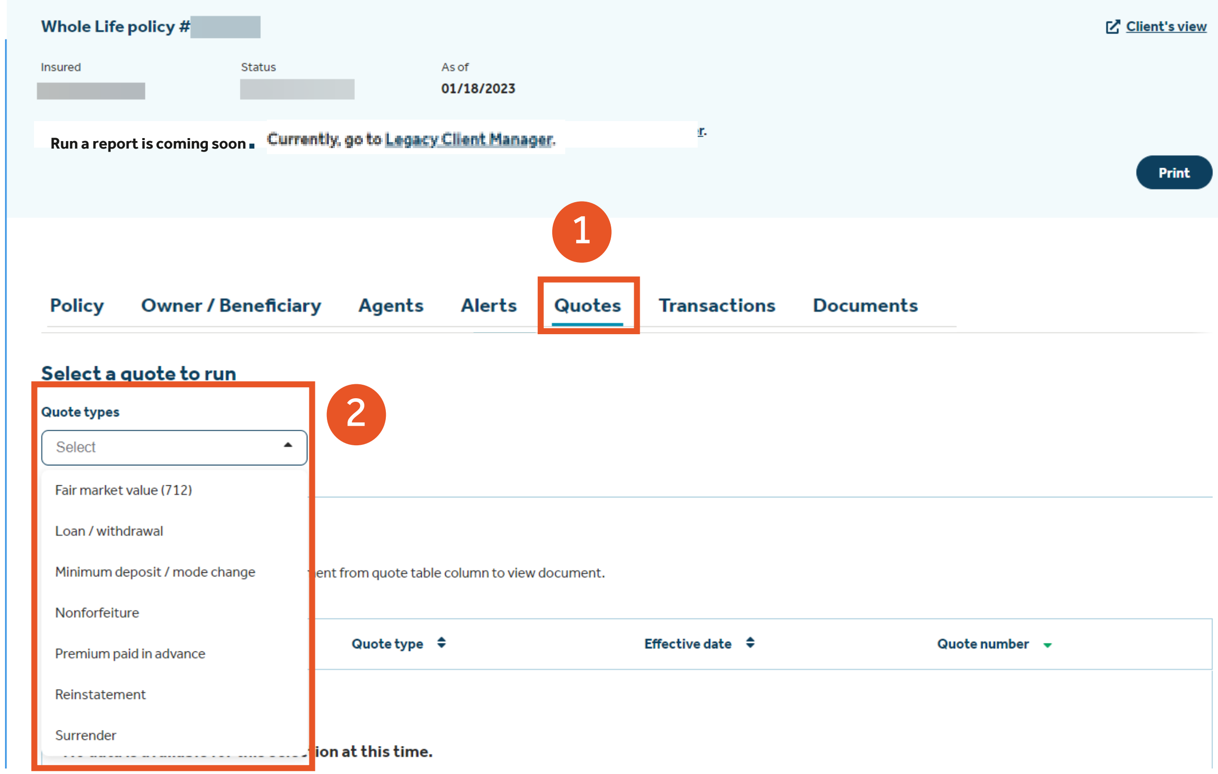
Client Manager – Quote Function

How To Guide: Guardian Online (GOL)

Quote functionality for Life Policies available

1. Select the **Quotes** tab under the **Client Manager Policy Details** screen

2. Once in the Quotes tab, you can select seven different quote types from the dropdown menu.
    - Fair market value (712)
    - Loan/ withdrawal
    - Minimum deposit/ mode change
    - Nonforfeiture
    - Premium paid in advance
    - Reinstatement
    - Surender



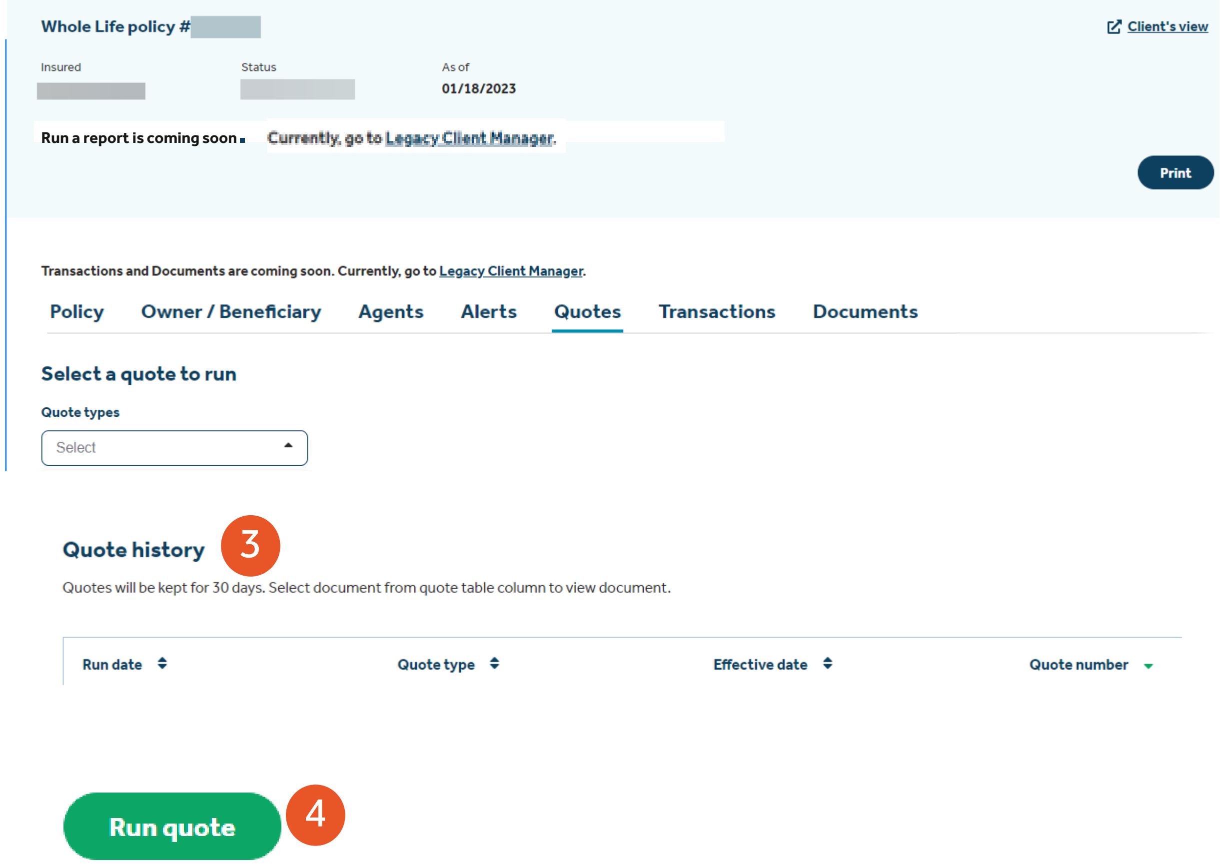
Client Manager – Quote Function

How To Guide: Guardian Online (GOL)

Quote functionality for Life Policies available

3. The **Quote history** will always display on the page. As new information is loaded onto the page, the older information will display below it while processing the quote.

4. The **Run quote** button allows you to submit the quote.



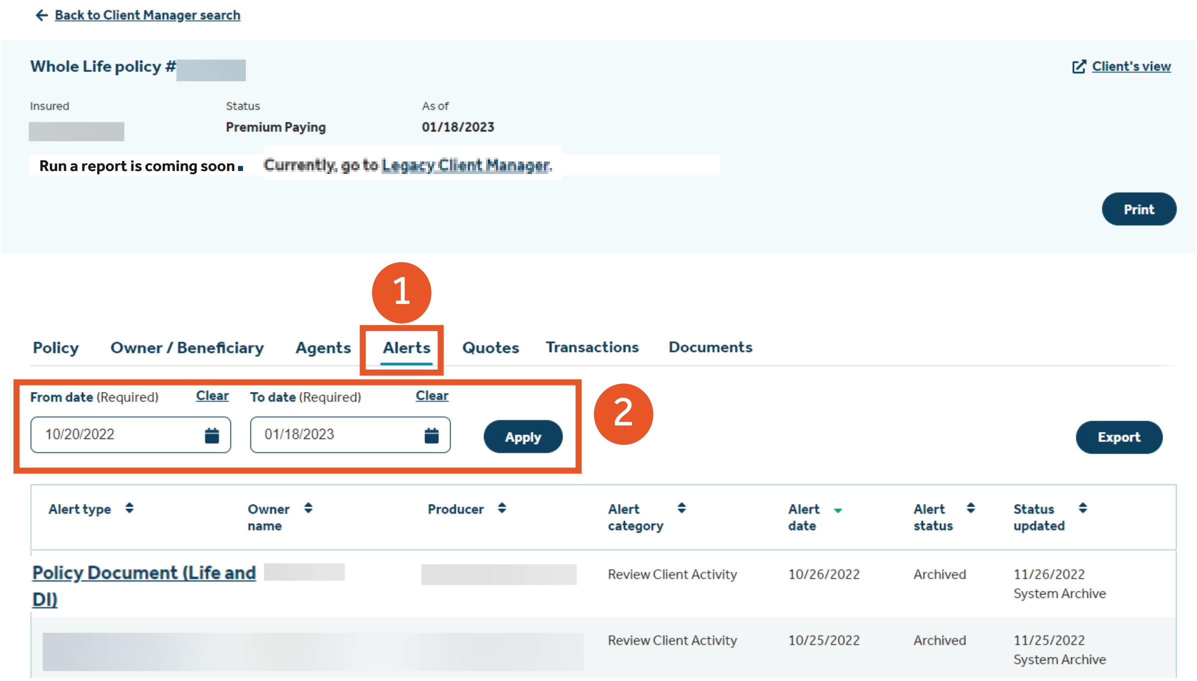
Client Manager – Alerts Access

How To Guide: Guardian Online (GOL)

Ability to access and view alerts in Client Manager

1. There is a tab for Alerts directly in Client Manager which provides immediate access for specific policy/contract.

2. The date fields are editable. Select a specific date range and hit **Apply**.



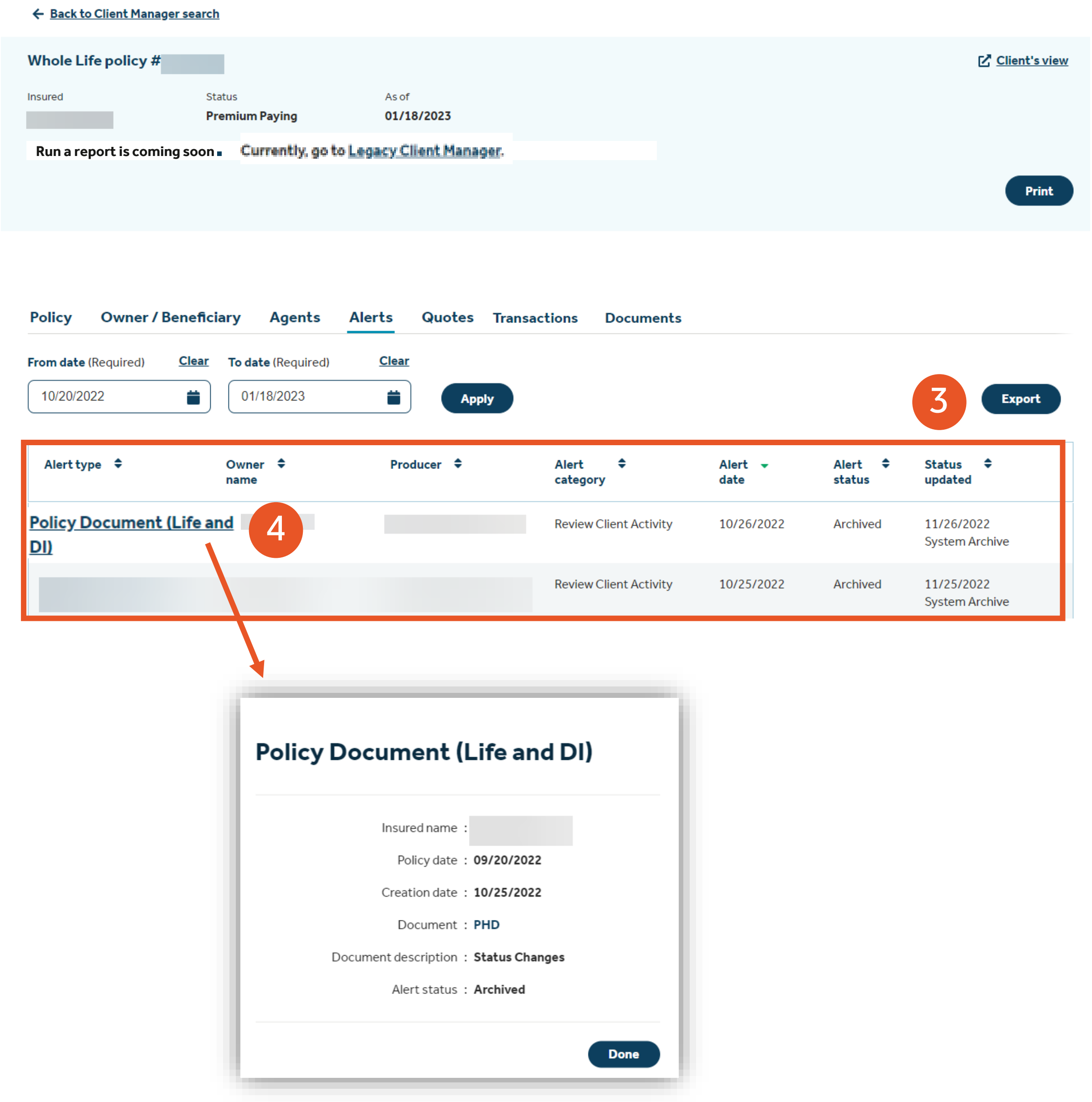
Client Manager – Alerts Access

How To Guide: Guardian Online (GOL)

Ability to access and view alerts in Client Manager

3. Alerts display for the specific policy/ contract and date range.

4. Select applicable alert type hyperlink for details.

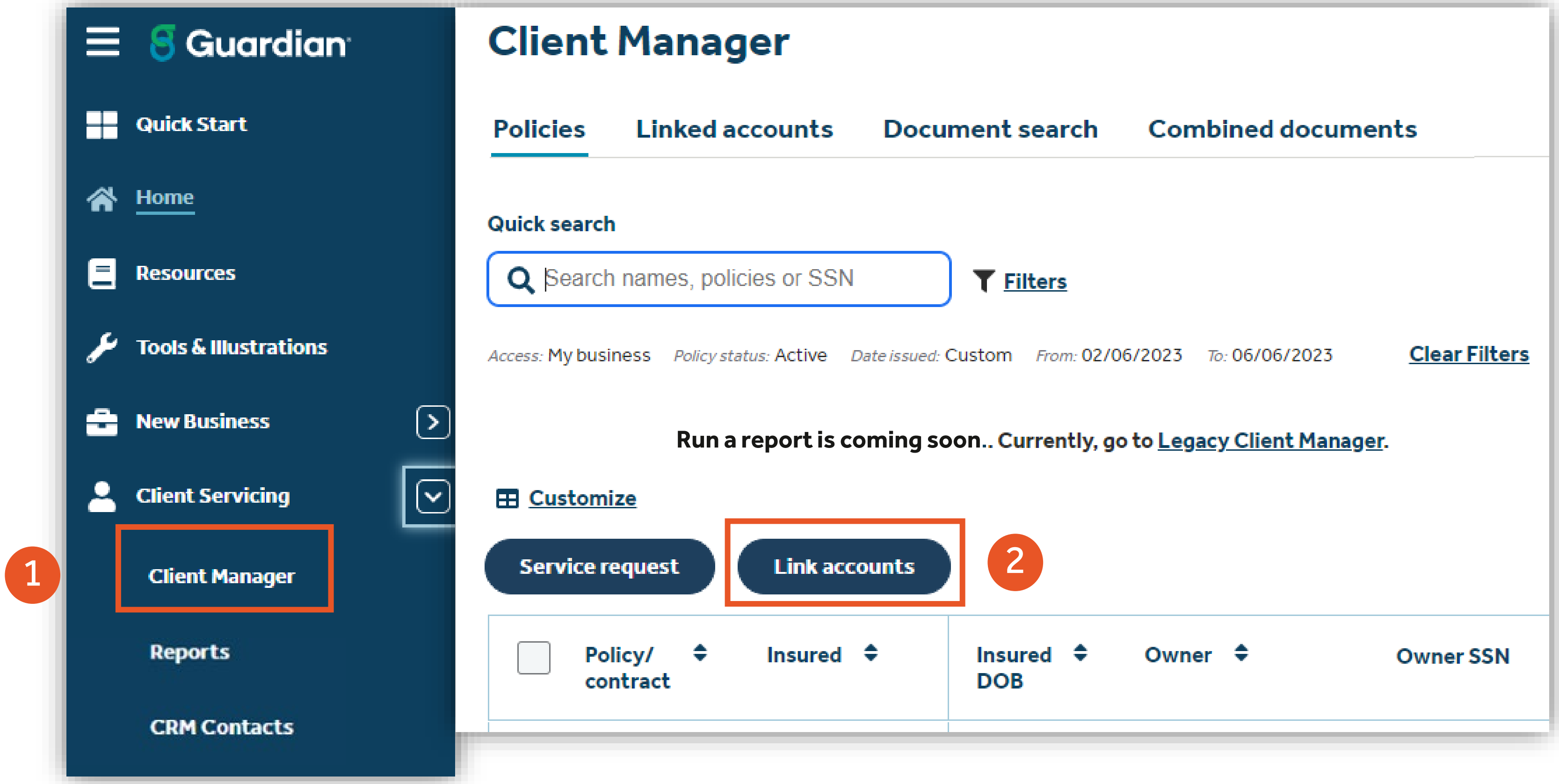


Client Manager – Linked Accounts

How To Guide: Guardian Online (GOL)

Linked accounts allows you to link together multiple policies within a household or business.

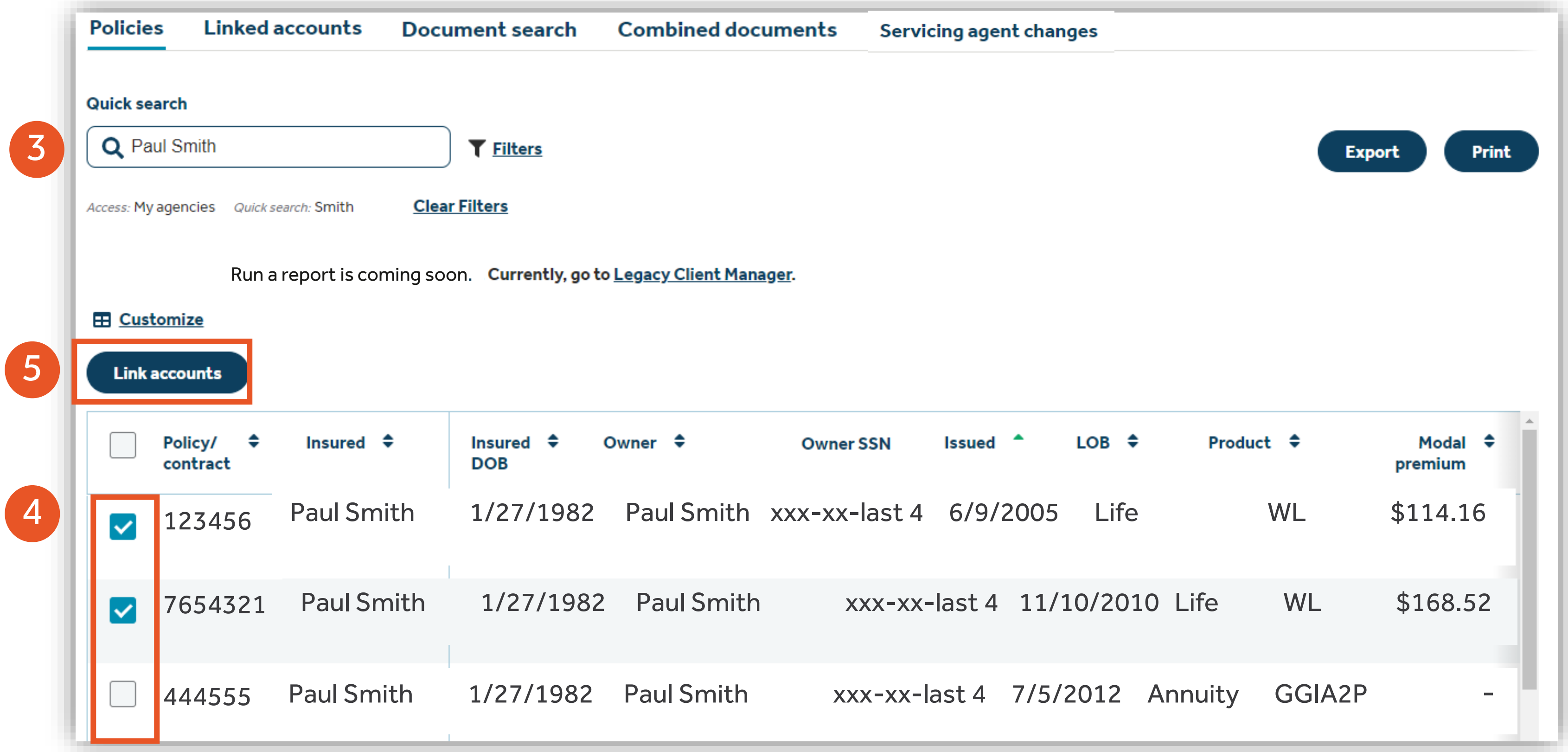
1. To link accounts, select **Client Manager** on the left-hand navigation.
2. Under the **Policies** tab, there is a **Link accounts** to link accounts together or add a new account to an existing linked account.



Client Manager – Linked Accounts

How To Guide: Guardian Online (GOL)

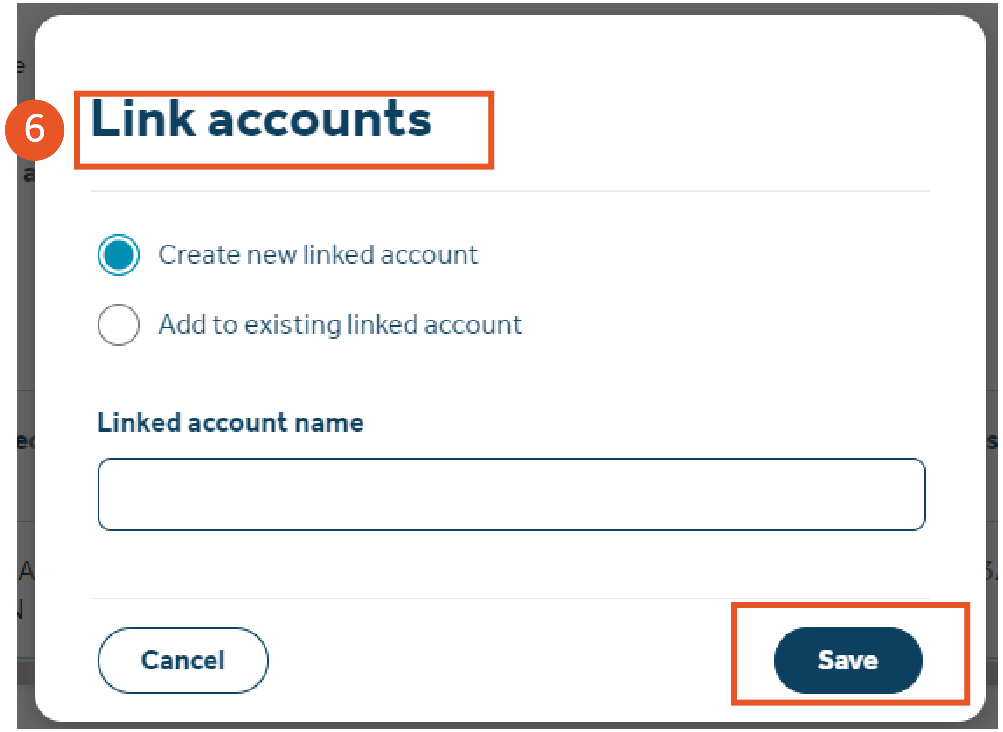
3. To link accounts, type client name in search field to generate policies.
4. Select policies you want to link.
5. Click **Link accounts** button.

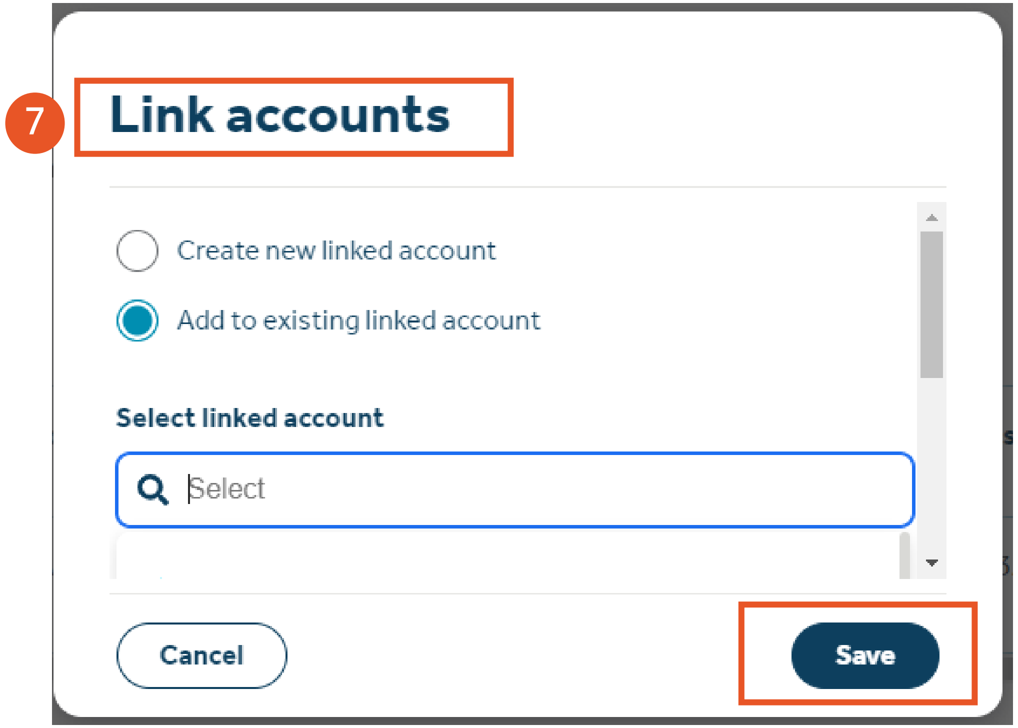


Client Manager – Linked Accounts

How To Guide: Guardian Online (GOL)

6. Option to **Create new linked account**
7. Or option to **Add to existing linked account**
8. Click **Save** and the changes will reflect instantly in your **Linked accounts** tab on **Client Manager**.

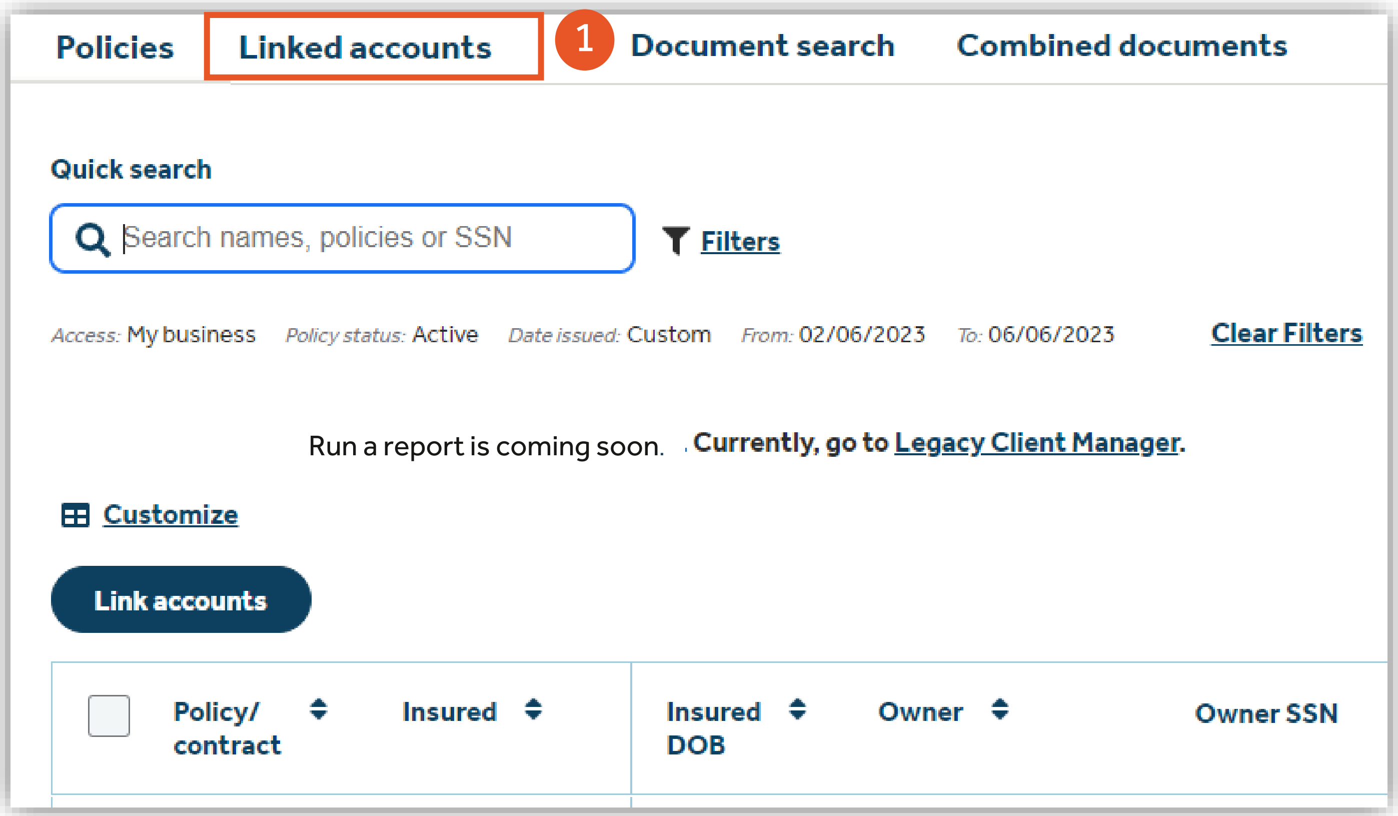




Client Manager – Edit Linked Accounts

How To Guide: Guardian Online (GOL)

1. The GOL user can click on **Linked accounts,** to see all linked accounts they have created.

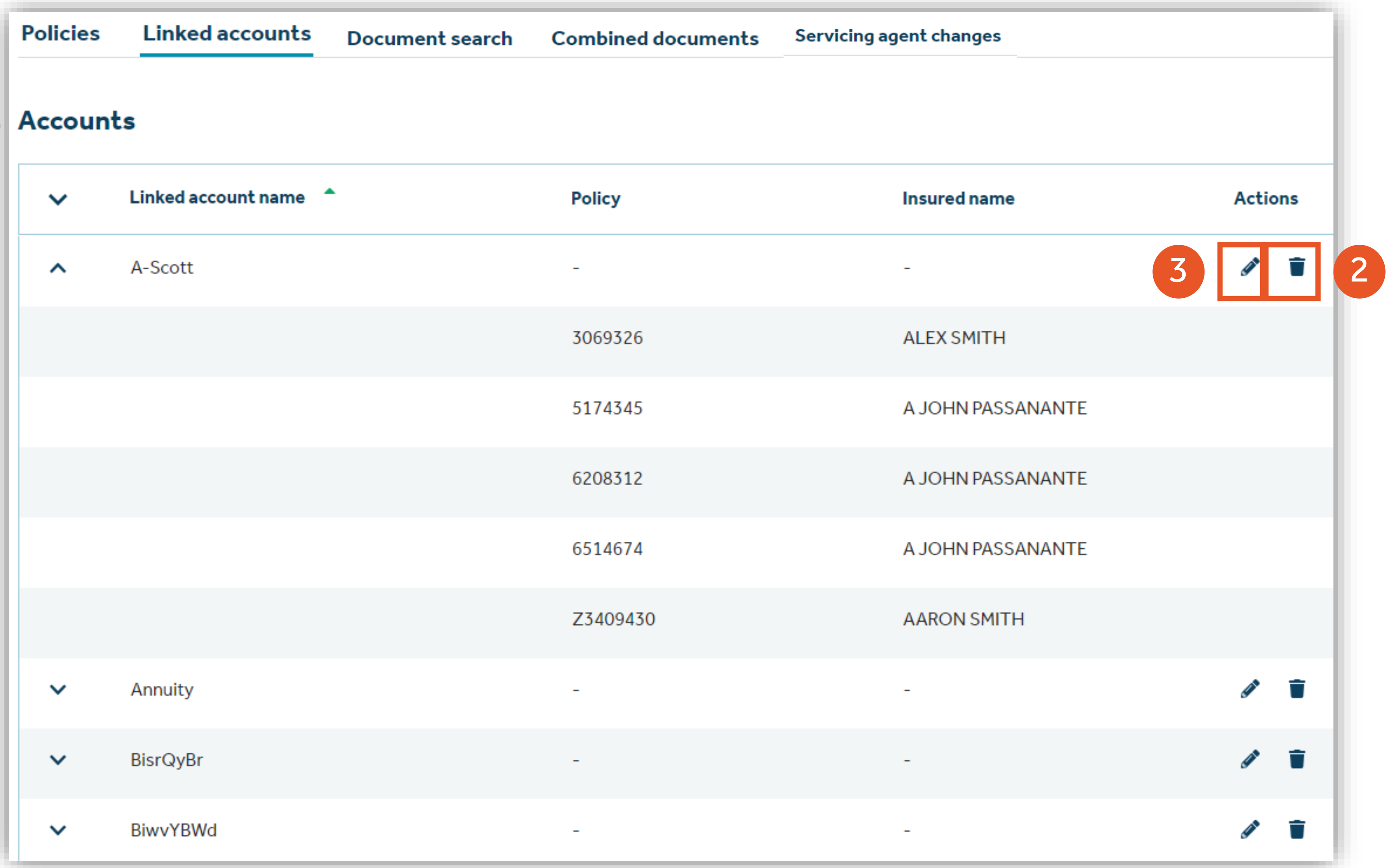


Client Manager – Linked Accounts

How To Guide: Guardian Online (GOL)

2. Click on trash can to delete linked accounts. (This does not delete the policy, just the joining of the accounts)

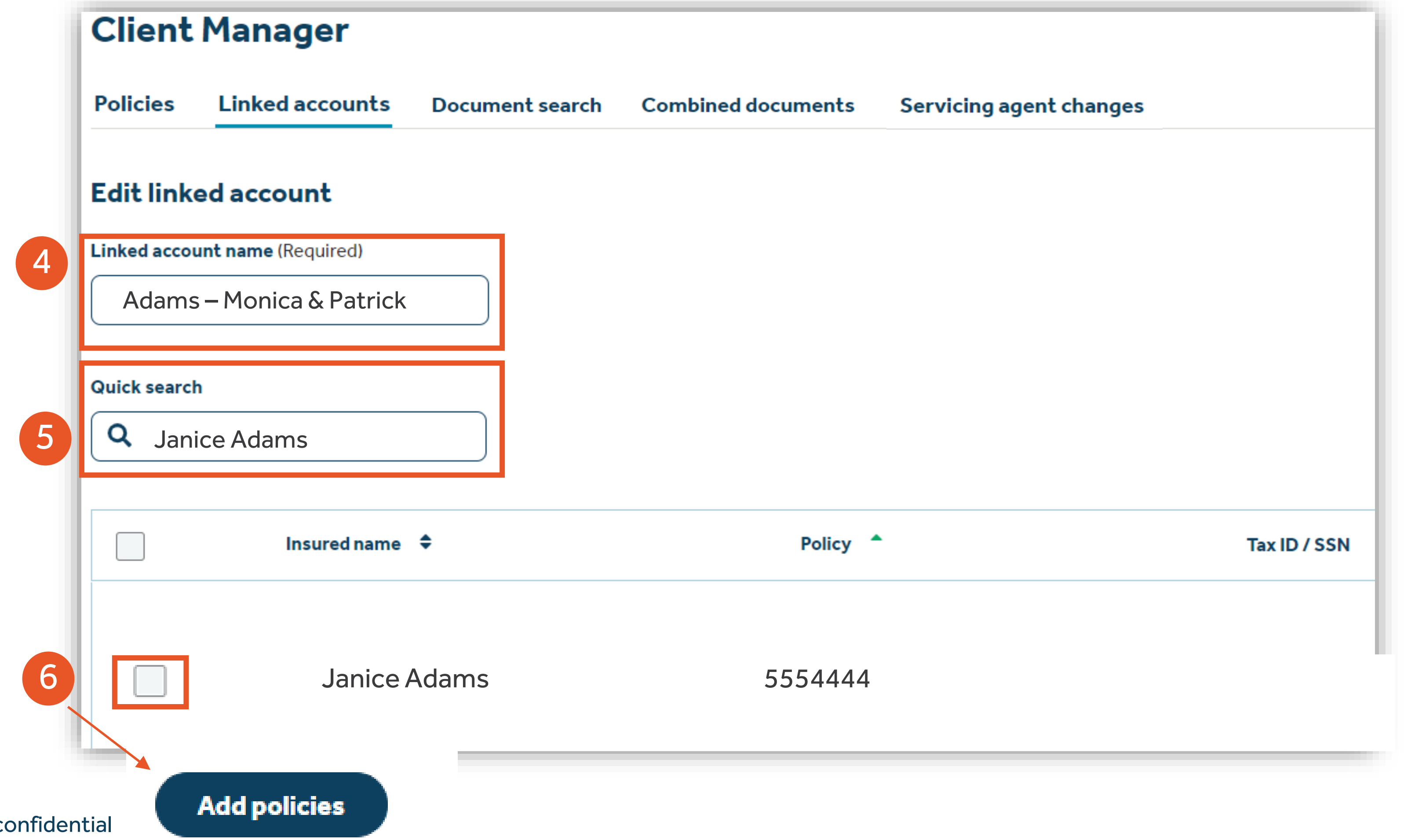
3. Click on the pencil to edit the linked accounts.
   - Edit account name
   - Add policy
   - Remove policy



Client Manager – Linked Accounts

How To Guide: Guardian Online (GOL)

4. Change account name by clicking into field and typing new name.
5. Search for policies within your book of business and add to Linked account directly from edit screen.
6. Click to select policy and click **Add policies**



Client Manager – Linked Accounts

How To Guide: Guardian Online (GOL)

7. Once policy has been selected, click on **Save**. They will instantly be saved in your **Linked accounts** tab for easy access.

Selected policies for Adams – Monica & Patrick

Insured name	Policy	Tax ID / SSN	Remove
Janice Adams	5554444	xxx-xx-last 4	
Monica Adams	1234567		
Patrick Adams	7654321		
Fawn Adams	1112222		
Scott Adams	2221111		

Cancel Save 7

Client Manager – Service Request

How To Guide: Guardian Online (GOL)

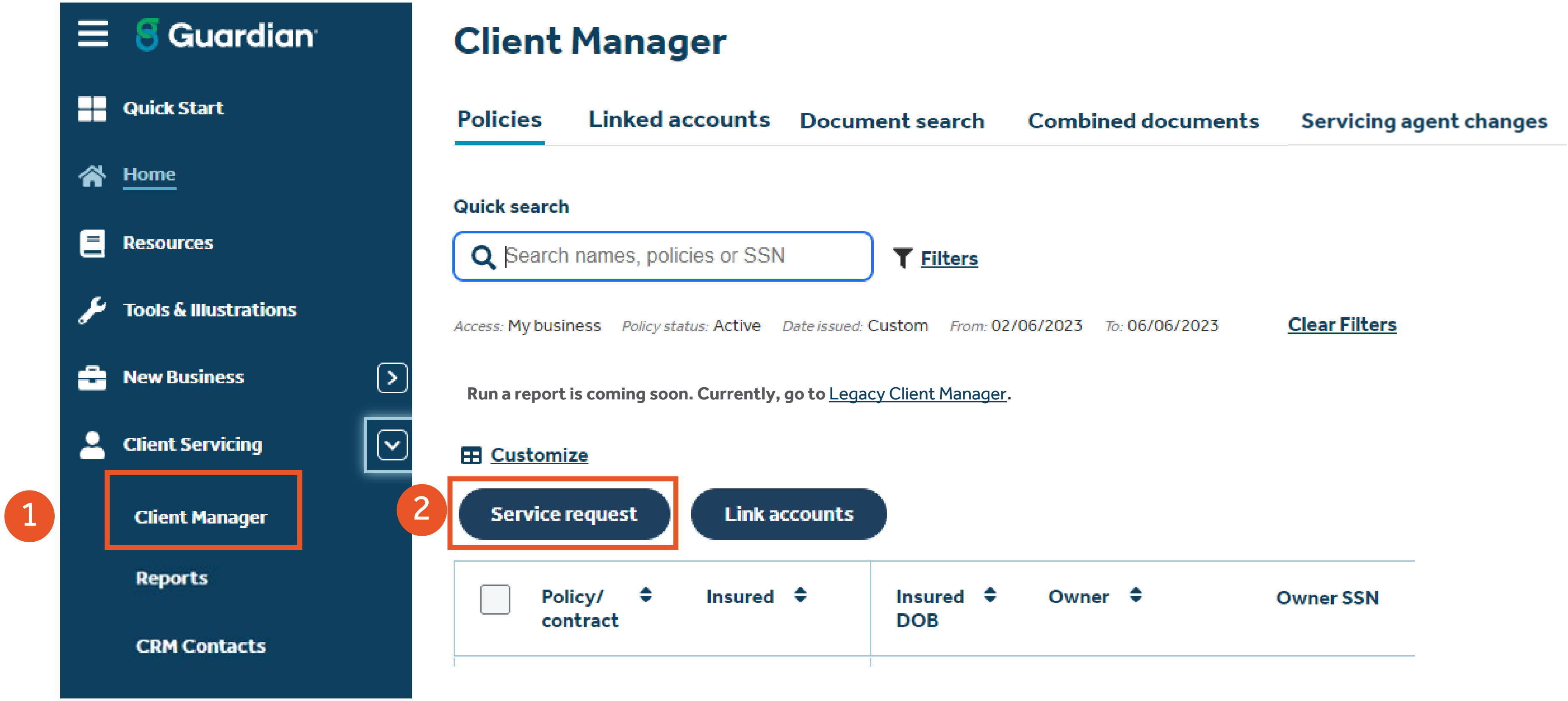
The Service request functionality enables you to make changes to the following:

- Address changes (Billing and Residential)
- Policy loans
- Mode changes (**new** ‘Annual Draft’ and ‘Semi-Annual Draft’ choices)
- Change Servicing Agent
- Change Owner/ Beneficiary
- Trust Certificate
- Dividend Option Change, etc. (Form V167)
- Fund allocation of Net Annual Premiums (Variable Life only)
- Fund allocation and Transfer (Variable Life only)

Client Manager – Service Request

How To Guide: Guardian Online (GOL)

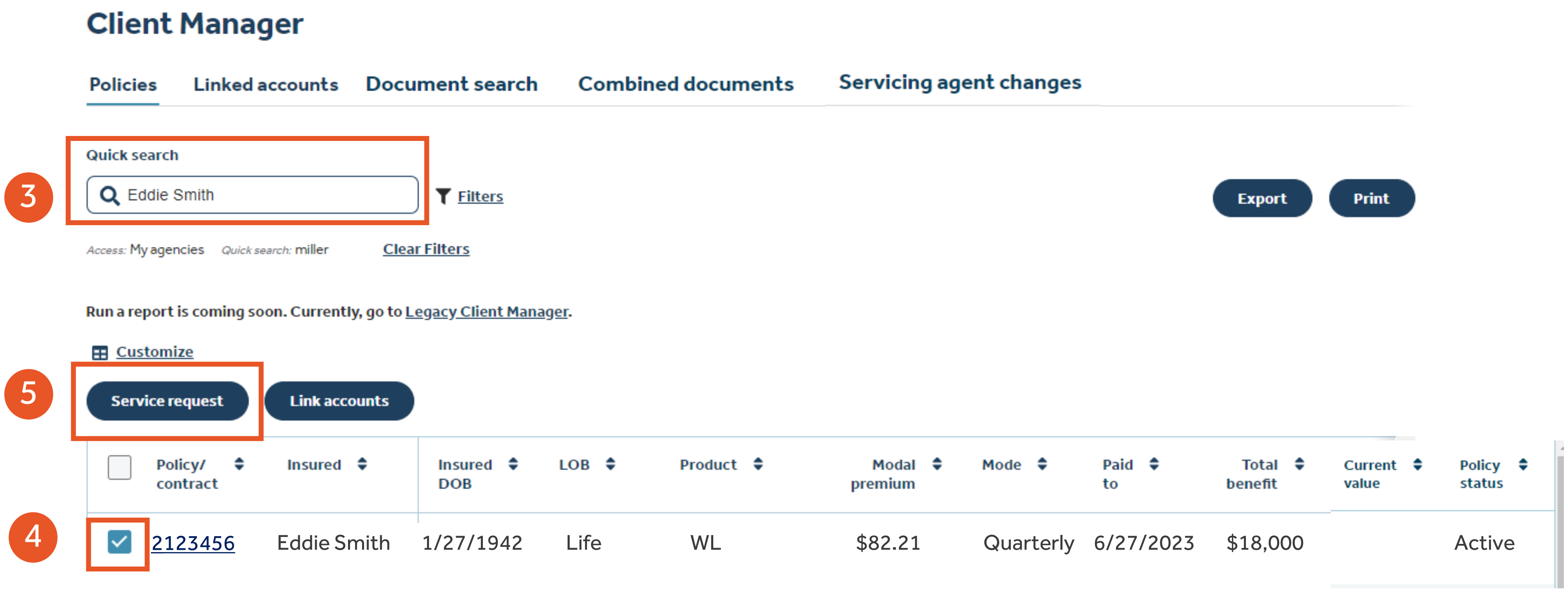
1. To service an account, select **Client Manager** on the left-hand navigation.
2. Under the **Policies** tab, there is a **Service request** option.



Client Manager – Service Request

How To Guide: Guardian Online (GOL)

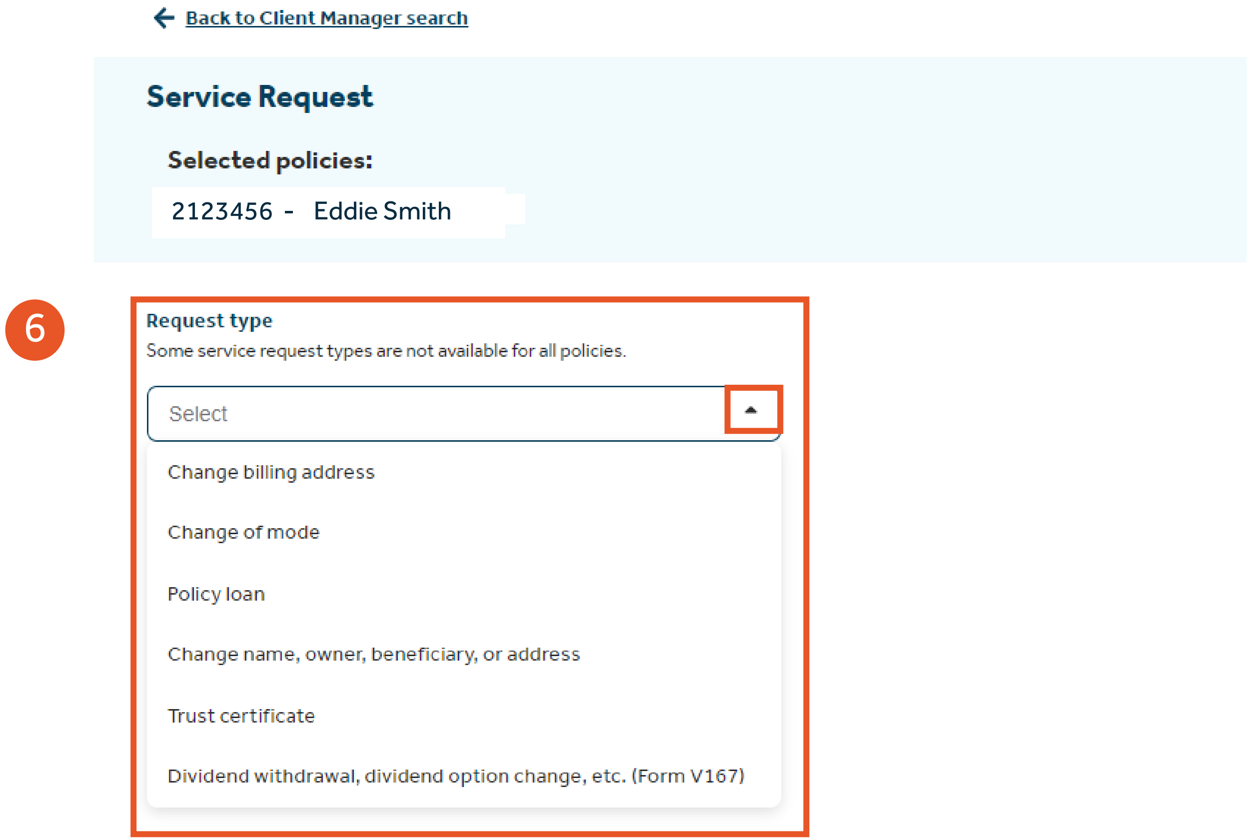
3. To service a policy, type client name, policy # or SSN in search field to generate policies.
4. Select a policy you want to service.
5. Click **Service request** button.



Client Manager – Service Request

How To Guide: Guardian Online (GOL)

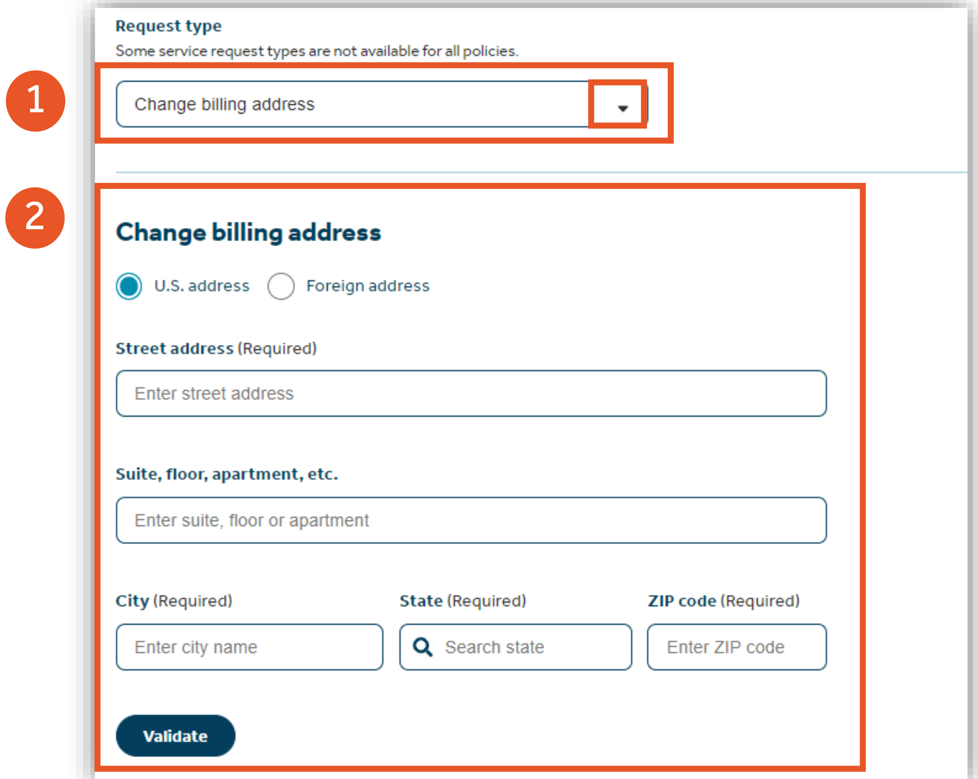
6. The **Service Request** page displays with only the service request types shown for the specific policy selected.

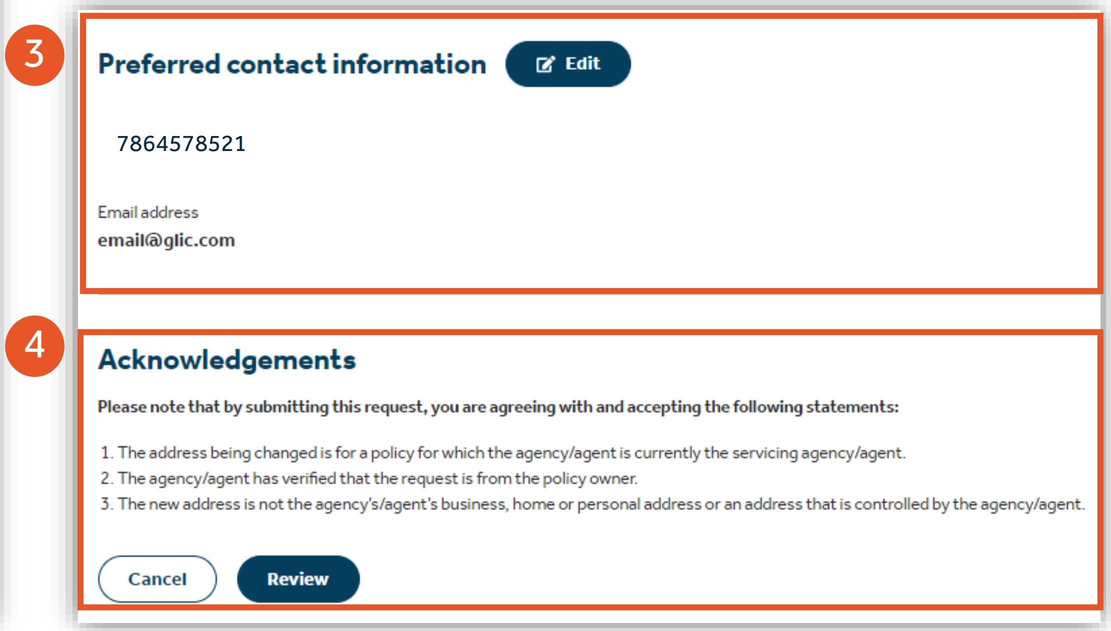


Client Manager – Service Request (Change billing address)

How To Guide: Guardian Online (GOL)

1. Select **Change billing address** from the drop down
2. Updates can be made under the billing address fields. Click **Validate** once completed.
3. Option to update **Producer Preferred contact information**
4. Click on Review to agree with the **Acknowledgements**

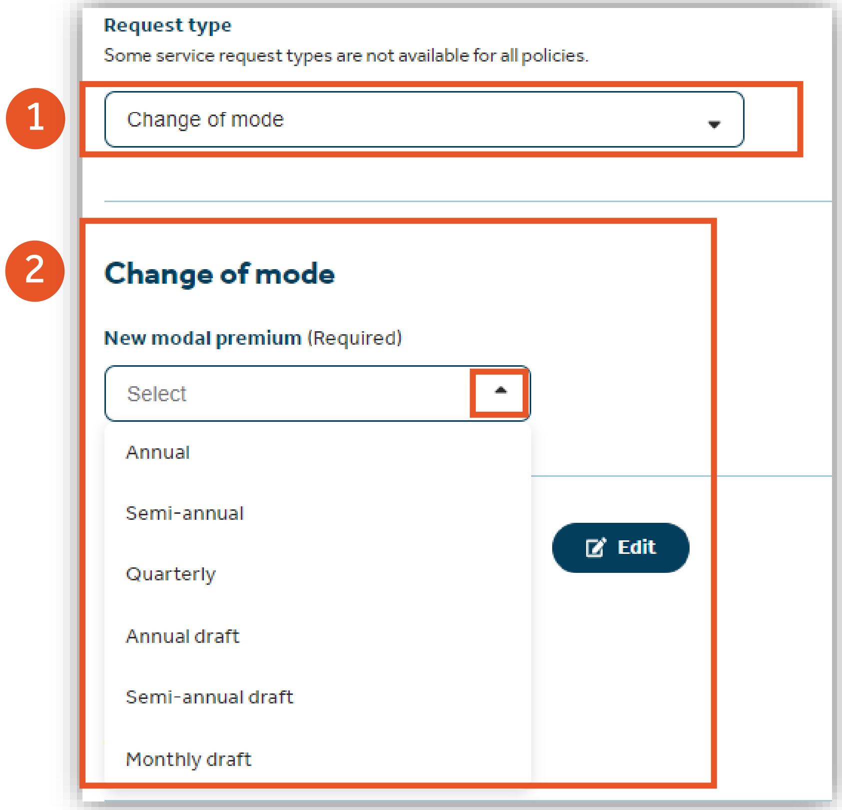


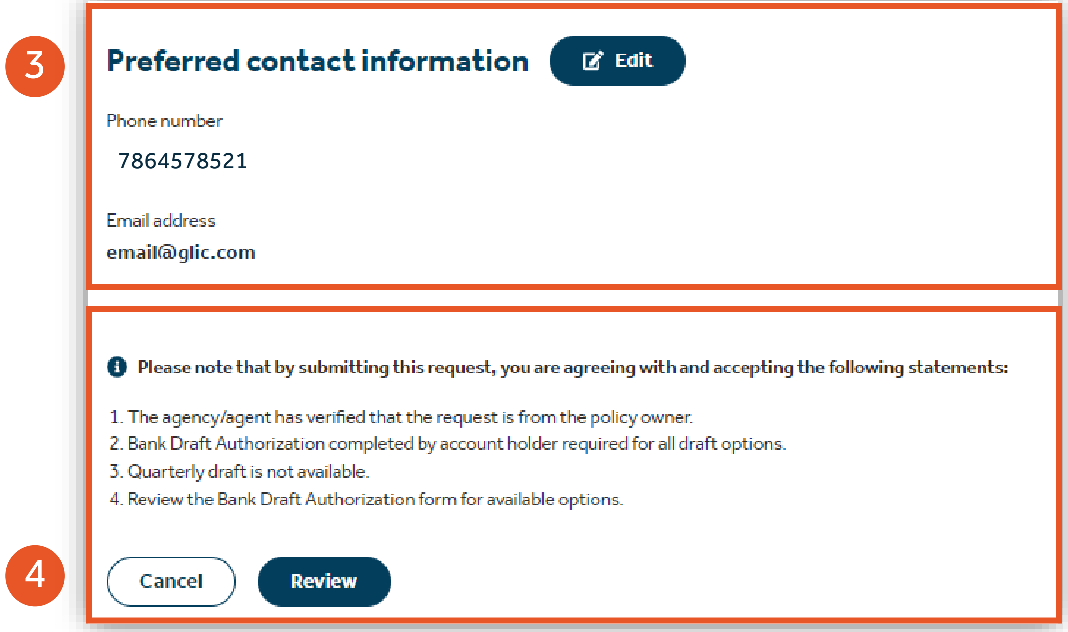


Client Manager – Service Request (Change of mode)

How To Guide: Guardian Online (GOL)

1. Select **Change of mode** from the drop down
2. Click on the drop down to view and select option
3. Option to update **Producer Preferred contact information**
4. Click on **Review** to complete change.

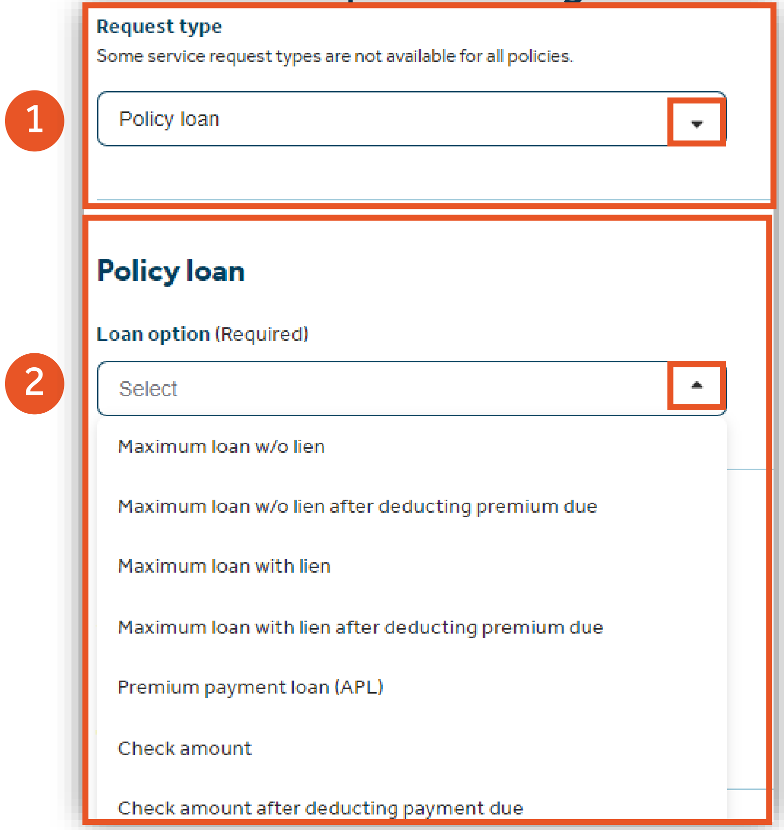


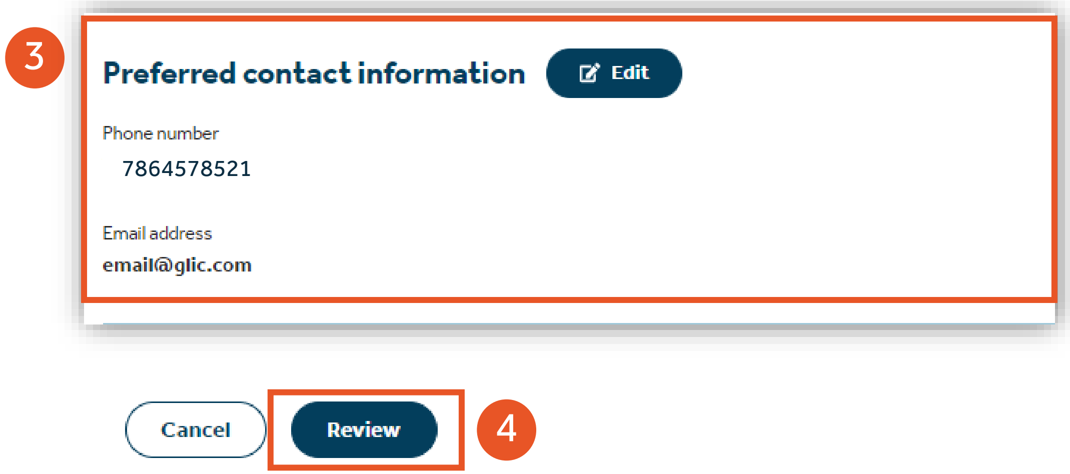


Client Manager – Service Request (Policy loan)

How To Guide: Guardian Online (GOL)

1. Select **Policy loan** from the drop down
2. Click on the drop down to view and select option under **Loan option**
3. Option to update **Producer Preferred contact information**
4. Click on **Review** to complete change.

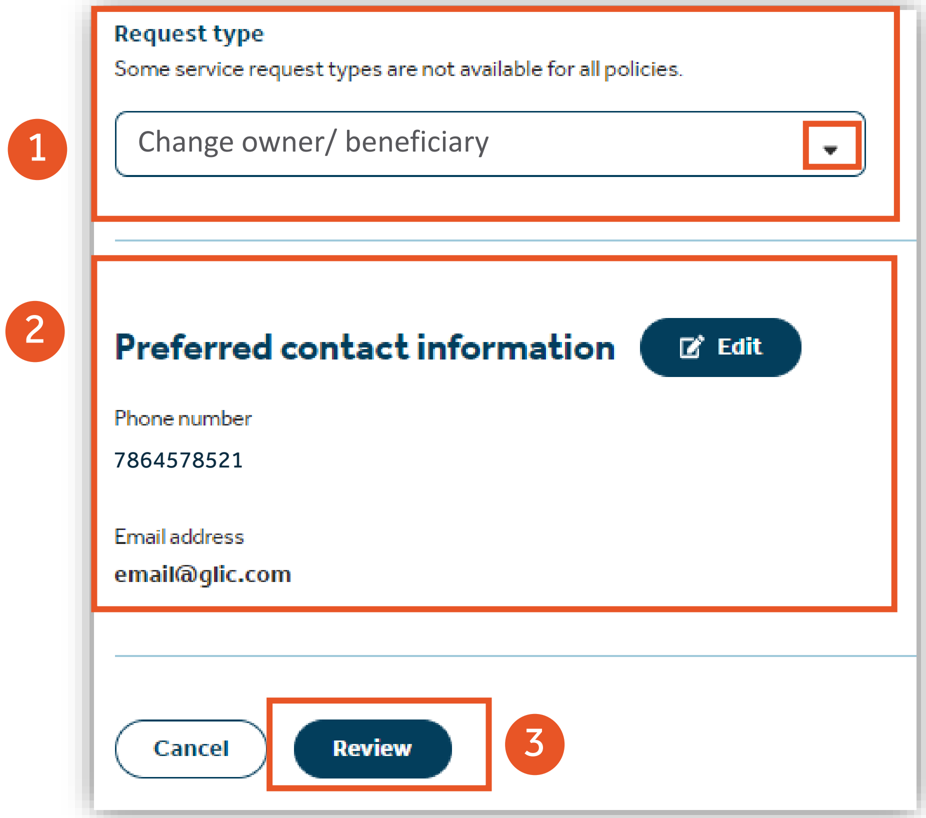




Client Manager – Service Request (Change owner/ beneficiary)

How To Guide: Guardian Online (GOL)

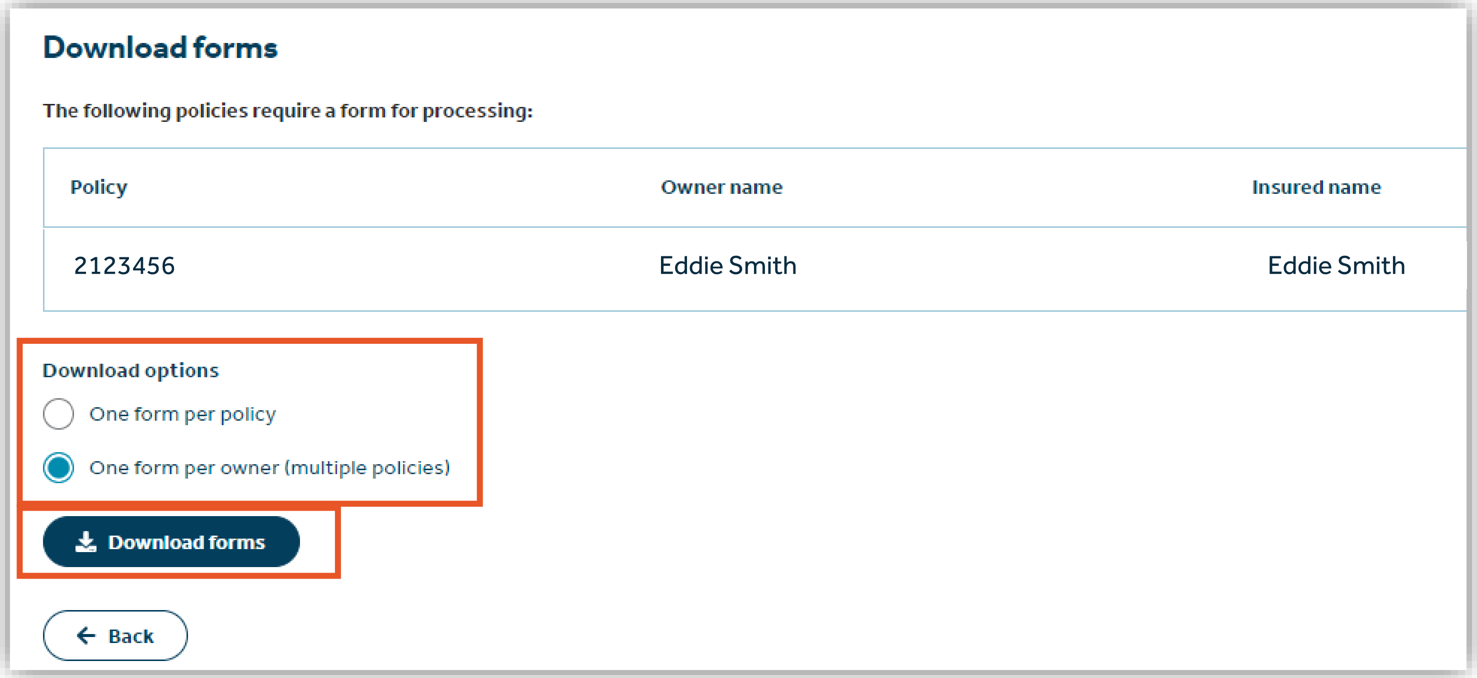
1. Select **Change owner/ beneficiary** from the drop down
2. Update **Producer Preferred contact information**
3. Click on **Review** to continue



Client Manager – Service Request (Change owner/ beneficiary)

How To Guide: Guardian Online (GOL)

4. Choose from the **Download options**
5. Select **Download forms**
6. Instructions and Guidelines are in pdf format.



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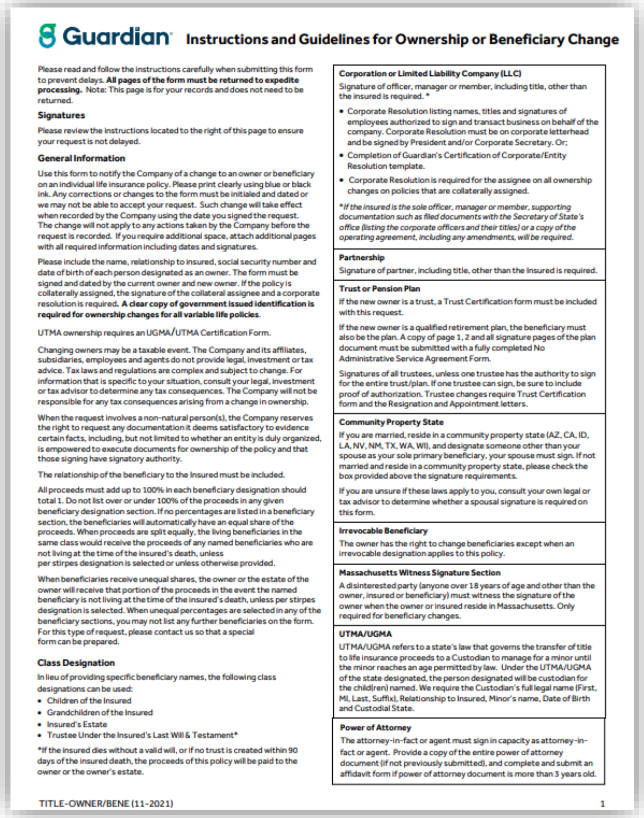


Guardian **Instructions and Guidelines for Ownership or Beneficiary Change**

Please read and follow the instructions carefully when submitting this form to prevent delays. **All pages of the form must be returned to expedite processing.** Note: This page is for your records and does not need to be returned.

Signatures

Please review the instructions located to the right of this page to ensure your request is not delayed.

General Information

Use this form to notify the Company of a change to an owner or beneficiary on an individual life insurance policy. Please print clearly using blue or black ink. Any corrections or changes to the form must be initialed and dated or we may not be able to accept your request. Such change will take effect when recorded by the Company using the date you signed the request. The change will not apply to any actions taken by the Company before the request is recorded. If you require additional space, attach additional pages with all required information including dates and signatures.

Please include the name, relationship to insured, social security number and date of birth of each person designated as an owner. The form must be signed and dated by the current owner and new owner. If the policy is collaterally assigned, the signature of the collateral assignee and a corporate resolution is required. **A clear copy of government issued identification is required for ownership changes for all variable life policies.**

UTMA ownership requires an UGMA/UTMA Certification Form.

Changing owners may be a taxable event. The Company and its affiliates, subsidiaries, employees and agents do not provide legal, investment or tax advice. Tax laws and regulations are complex and subject to change. For information that is specific to your situation, consult your legal, investment or tax advisor to determine any tax consequences. The Company will not be responsible for any tax consequences arising from a change in ownership.

When the request involves a non-natural person(s), the Company reserves the right to request any documentation it deems satisfactory to evidence certain facts, including, but not limited to whether an entity is duly organized, is empowered to execute documents for ownership of the policy and that those signing have signatory authority.

The relationship of the beneficiary to the Insured must be included.

All proceeds must add up to 100% in each beneficiary designation should total 1. Do not list over or under 100% of the proceeds in any given beneficiary designation section. If no percentages are listed in a beneficiary section, the beneficiaries will automatically have an equal share of the proceeds. When proceeds are split equally, the living beneficiaries in the same class would receive the proceeds of any named beneficiaries who are not living at the time of the insured's death, unless per stirpes designation is selected or unless otherwise provided.

When beneficiaries receive unequal shares, the owner or the estate of the owner will receive that portion of the proceeds in the event the named beneficiary is not living at the time of the insured's death, unless per stirpes designation is selected. When unequal percentages are selected in any of the beneficiary sections, you may not list any further beneficiaries on the form. For this type of request, please contact us so that a special form can be prepared.

Class Designation

In lieu of providing specific beneficiary names, the following class designations can be used:

- Children of the Insured
- Grandchildren of the Insured
- Insured's Estate
- Trustee Under the Insured's Last Will & Testament*

*If the insured dies without a valid will, or if no trust is created within 90 days of the insured death, the proceeds of this policy will be paid to the owner or the owner's estate.

Corporation or Limited Liability Company (LLC)

Signature of officer, manager or member, including title, other than the insured is required. *

- Corporate Resolution listing names, titles and signatures of employees authorized to sign and transact business on behalf of the company. Corporate Resolution must be on corporate letterhead and be signed by President and/or Corporate Secretary. Or;
- Completion of Guardian's Certification of Corporate/Entity Resolution template.
- Corporate Resolution is required for the assignee on all ownership changes on policies that are collaterally assigned.

**If the insured is the sole officer, manager or member, supporting documentation such as filed documents with the Secretary of State's office (listing the corporate officers and their titles) or a copy of the operating agreement, including any amendments, will be required.*

Partnership

Signature of partner, including title, other than the insured is required.

Trust or Pension Plan

If the new owner is a trust, a Trust Certification form must be included with this request.

If the new owner is a qualified retirement plan, the beneficiary must also be the plan. A copy of page 1, 2 and all signature pages of the plan document must be submitted with a fully completed No Administrative Service Agreement Form.

Signatures of all trustees, unless one trustee has the authority to sign for the entire trust/plan. If one trustee can sign, be sure to include proof of authorization. Trustee changes require Trust Certification form and the Resignation and Appointment letters.

Community Property State

If you are married, reside in a community property state (AZ, CA, ID, LA, NV, NM, TX, WA, WI), and designate someone other than your spouse as your sole primary beneficiary, your spouse must sign. If not married and reside in a community property state, please check the box provided above the signature requirements.

If you are unsure if these laws apply to you, consult your own legal or tax advisor to determine whether a spousal signature is required on this form.

Irrevocable Beneficiary

The owner has the right to change beneficiaries except when an irrevocable designation applies to this policy.

Massachusetts Witness Signature Section

A disinterested party (anyone over 18 years of age and other than the owner, insured or beneficiary) must witness the signature of the owner when the owner or insured reside in Massachusetts. Only required for beneficiary changes.

UTMA/UGMA

UTMA/UGMA refers to a state's law that governs the transfer of title to life insurance proceeds to a Custodian to manage for a minor until the minor reaches an age permitted by law. Under the UTMA/UGMA of the state designated, the person designated will be custodian for the child(ren) named. We require the Custodian's full legal name (First, MI, Last, Suffix), Relationship to Insured, Minor's name, Date of Birth and Custodial State.

Power of Attorney

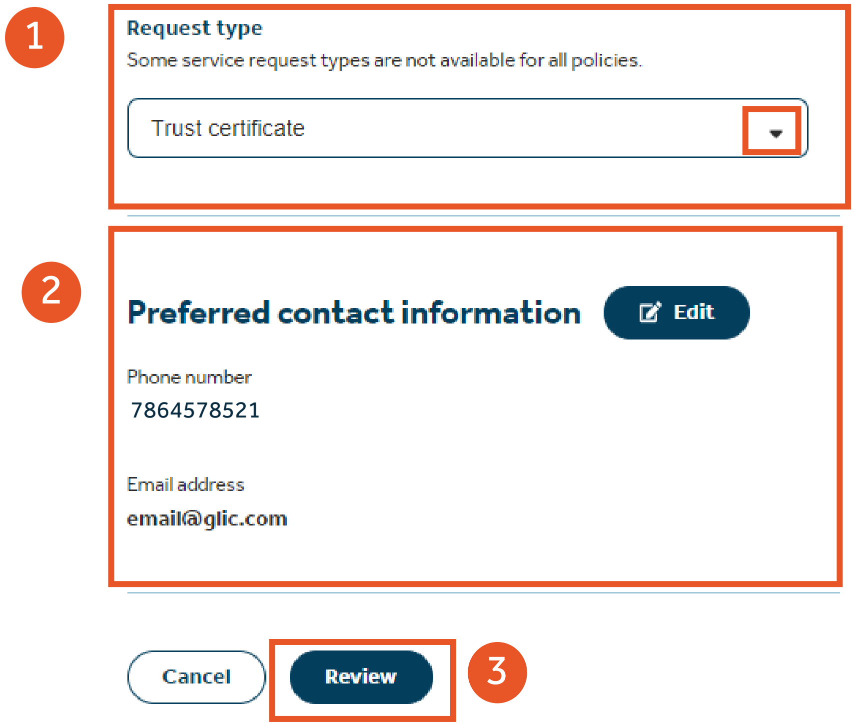
The attorney-in-fact or agent must sign in capacity as attorney-in-fact or agent. Provide a copy of the entire power of attorney document (if not previously submitted), and complete and submit an affidavit form if power of attorney document is more than 3 years old.

TITLE-OWNER/BENE (11-2021) 1

Client Manager – Service Request (Trust certificate)

How To Guide: Guardian Online (GOL)

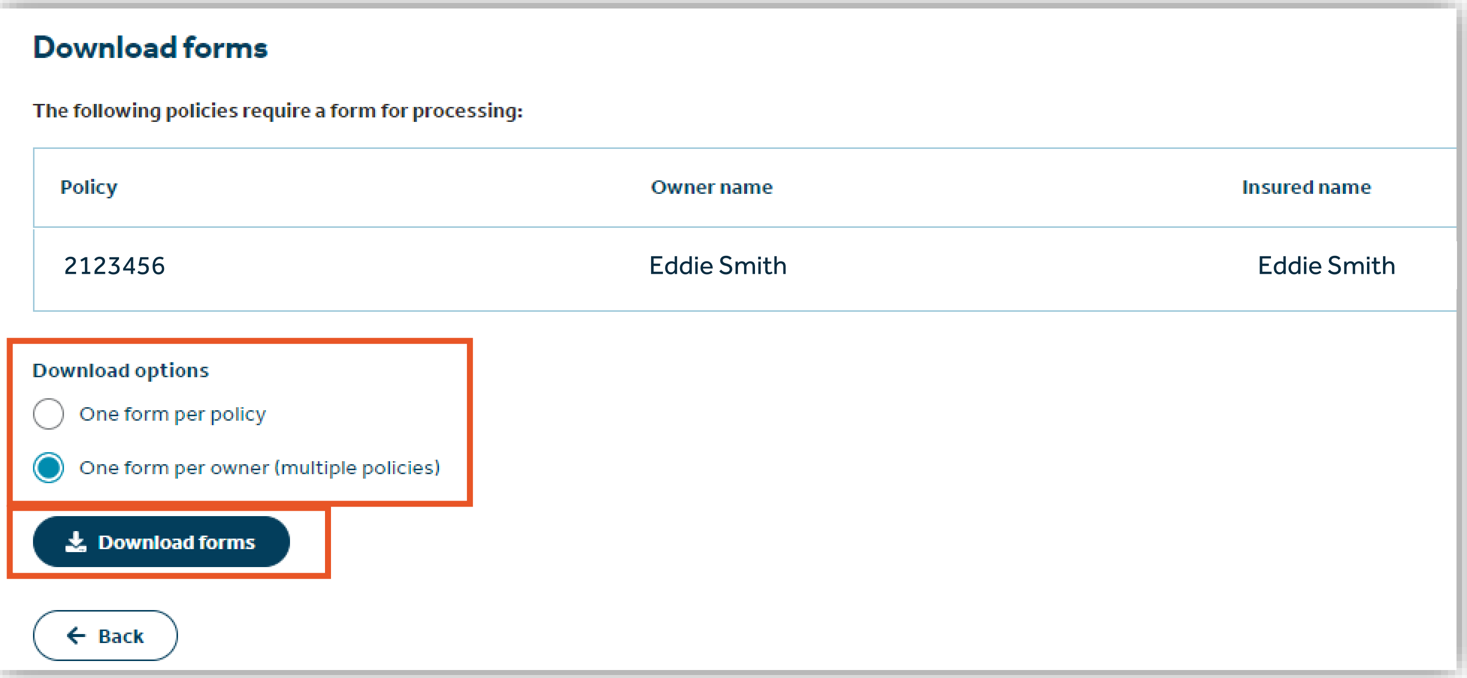
1. Select **Trust certificate** from the drop down
2. Option to update **Producer Preferred contact information**
3. Click on **Review** to continue



Client Manager – Service Request (Trust certificate)

How To Guide: Guardian Online (GOL)

4. Choose from the **Download options**
5. Select **Download forms**
6. The Trust Certification form is in pdf format.



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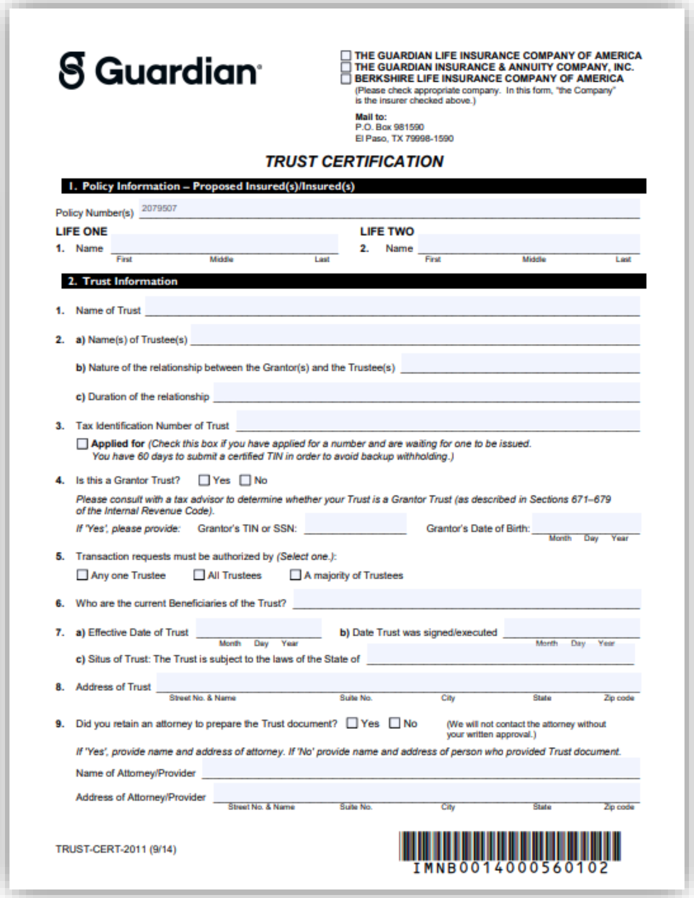


Guardian

☐ THE GUARDIAN LIFE INSURANCE COMPANY OF AMERICA
☐ THE GUARDIAN INSURANCE & ANNUITY COMPANY, INC.
☐ BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA
(Please check appropriate company. In this form, "the Company" is the insurer checked above.)

Mail to:
P.O. Box 981590
El Paso, TX 79998-1590

TRUST CERTIFICATION

1. Policy Information – Proposed Insured(s)/Insured(s)

Policy Number(s) 2079507

LIFE ONE
1. Name ______ First Middle Last

LIFE TWO
2. Name ______ First Middle Last

2. Trust Information

1. Name of Trust ______

2. **a)** Name(s) of Trustee(s) ______

b) Nature of the relationship between the Grantor(s) and the Trustee(s) ______

c) Duration of the relationship ______

3. Tax Identification Number of Trust ______

☐ **Applied for** *(Check this box if you have applied for a number and are waiting for one to be issued. You have 60 days to submit a certified TIN in order to avoid backup withholding.)*

4. Is this a Grantor Trust? ☐ Yes ☐ No

Please consult with a tax advisor to determine whether your Trust is a Grantor Trust (as described in Sections 671–679 of the Internal Revenue Code).

If 'Yes', please provide: Grantor's TIN or SSN: ______ Grantor's Date of Birth: ______ Month Day Year

5. Transaction requests must be authorized by *(Select one.)*:

☐ Any one Trustee ☐ All Trustees ☐ A majority of Trustees

6. Who are the current Beneficiaries of the Trust? ______

7. **a)** Effective Date of Trust ______ Month Day Year **b)** Date Trust was signed/executed ______ Month Day Year

c) Situs of Trust: The Trust is subject to the laws of the State of ______

8. Address of Trust ______ Street No. & Name Suite No. City State Zip code

9. Did you retain an attorney to prepare the Trust document? ☐ Yes ☐ No (We will not contact the attorney without your written approval.)

If 'Yes', provide name and address of attorney. If 'No' provide name and address of person who provided Trust document.

Name of Attorney/Provider ______

Address of Attorney/Provider ______ Street No. & Name Suite No. City State Zip code

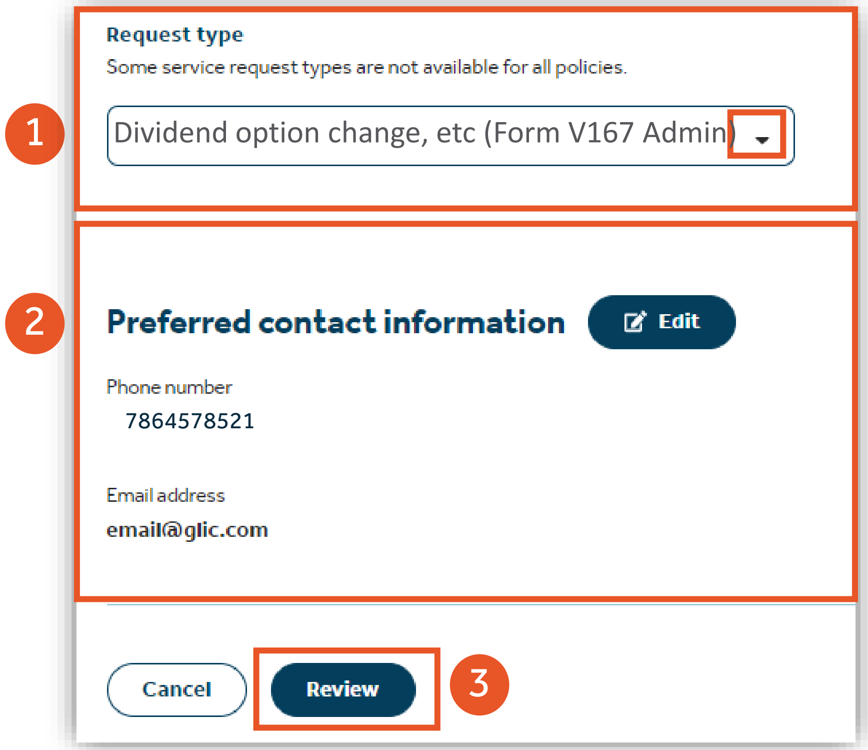
TRUST-CERT-2011 (9/14)

IMNB0014000560102

Client Manager – Service Request (Dividend option change, etc (Form V167 Admin))

How To Guide: Guardian Online (GOL)

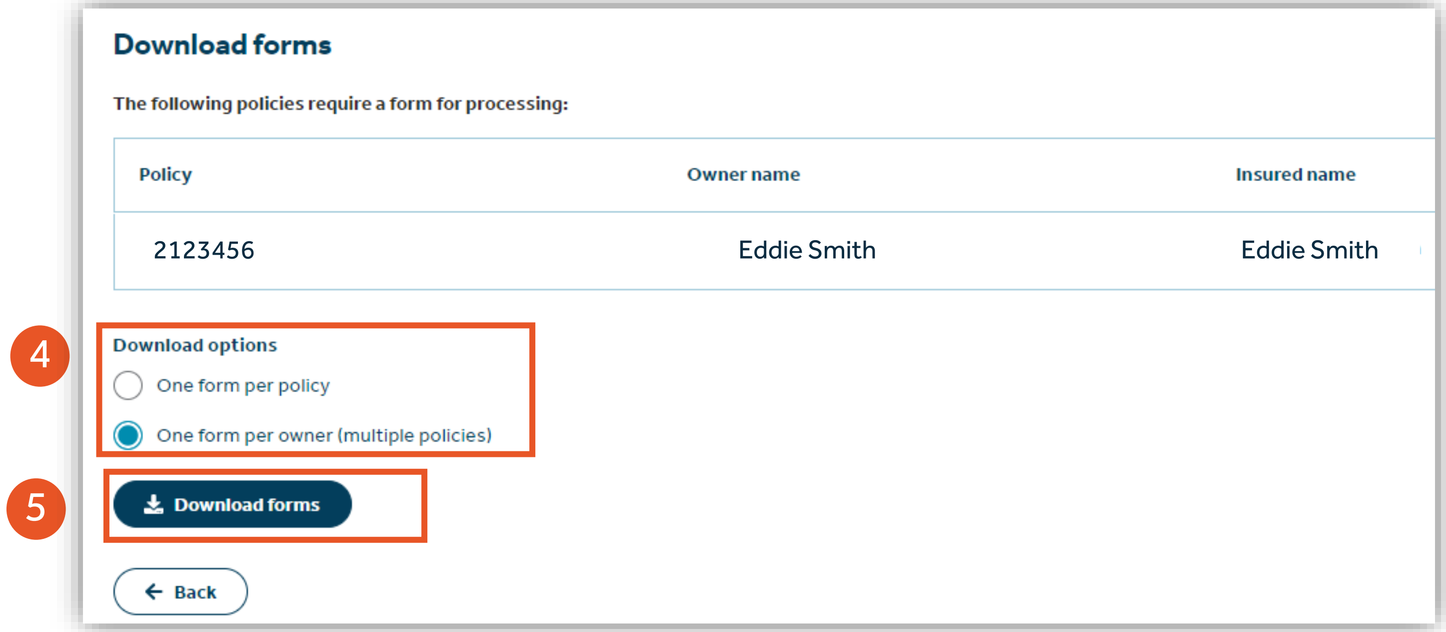
1. Select **Dividend option change (Form V167 Admin)** from the drop down
2. Option to update **Producer Preferred contact information**
3. Click on **Review** to continue



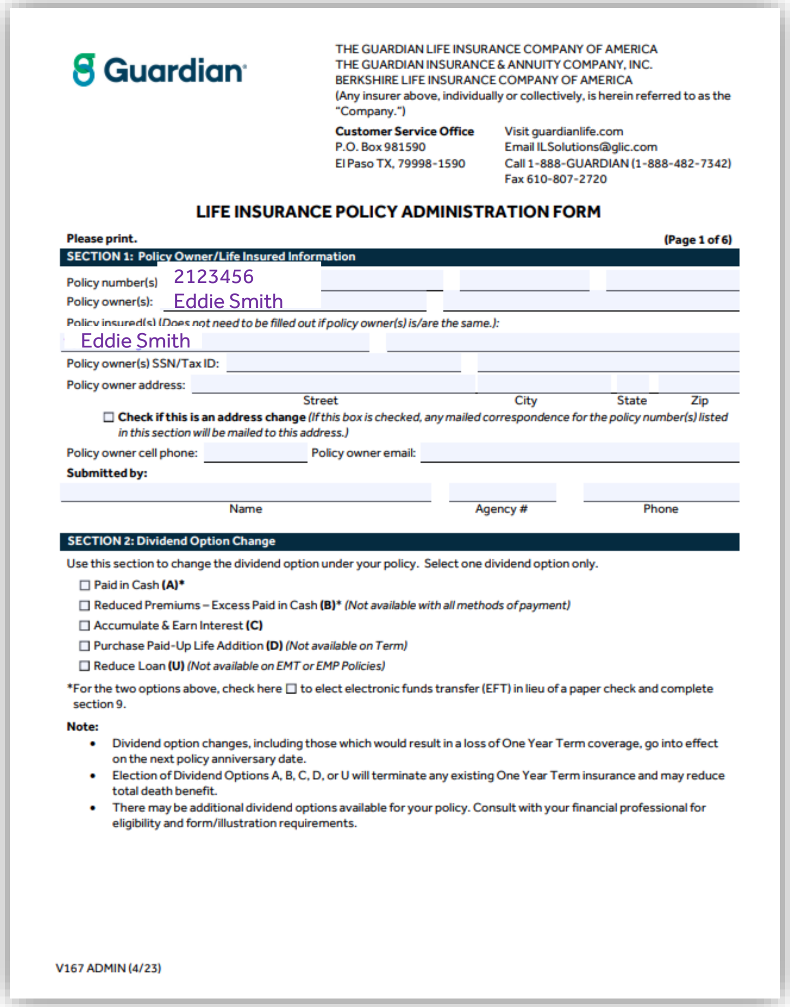
Client Manager – Service Request (Dividend option change, etc (Form V167 Admin))

How To Guide: Guardian Online (GOL)

4. Choose from the **Download options**
5. Select **Download forms**
6. The **Life Insurance Policy Administration Form** is in pdf format.



6



THE GUARDIAN LIFE INSURANCE COMPANY OF AMERICA
THE GUARDIAN INSURANCE & ANNUITY COMPANY, INC.
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA
(Any insurer above, individually or collectively, is herein referred to as the "Company.")

Customer Service Office
P.O. Box 981590
El Paso TX, 79998-1590

Visit guardianlife.com
Email ILSolutions@glic.com
Call 1-888-GUARDIAN (1-888-482-7342)
Fax 610-807-2720

LIFE INSURANCE POLICY ADMINISTRATION FORM

Please print. **(Page 1 of 6)**

SECTION 1: Policy Owner/Life Insured Information

Policy number(s) 2123456
Policy owner(s): Eddie Smith
Policy insured(s) *(Does not need to be filled out if policy owner(s) is/are the same.)*:
Eddie Smith
Policy owner(s) SSN/Tax ID:
Policy owner address:
Street City State Zip
☐ **Check if this is an address change** *(If this box is checked, any mailed correspondence for the policy number(s) listed in this section will be mailed to this address.)*
Policy owner cell phone: Policy owner email:
Submitted by:
Name Agency # Phone

SECTION 2: Dividend Option Change

Use this section to change the dividend option under your policy. Select one dividend option only.

☐ Paid in Cash **(A)***
☐ Reduced Premiums – Excess Paid in Cash **(B)*** *(Not available with all methods of payment)*
☐ Accumulate & Earn Interest **(C)**
☐ Purchase Paid-Up Life Addition **(D)** *(Not available on Term)*
☐ Reduce Loan **(U)** *(Not available on EMT or EMP Policies)*

*For the two options above, check here ☐ to elect electronic funds transfer (EFT) in lieu of a paper check and complete section 9.

Note:

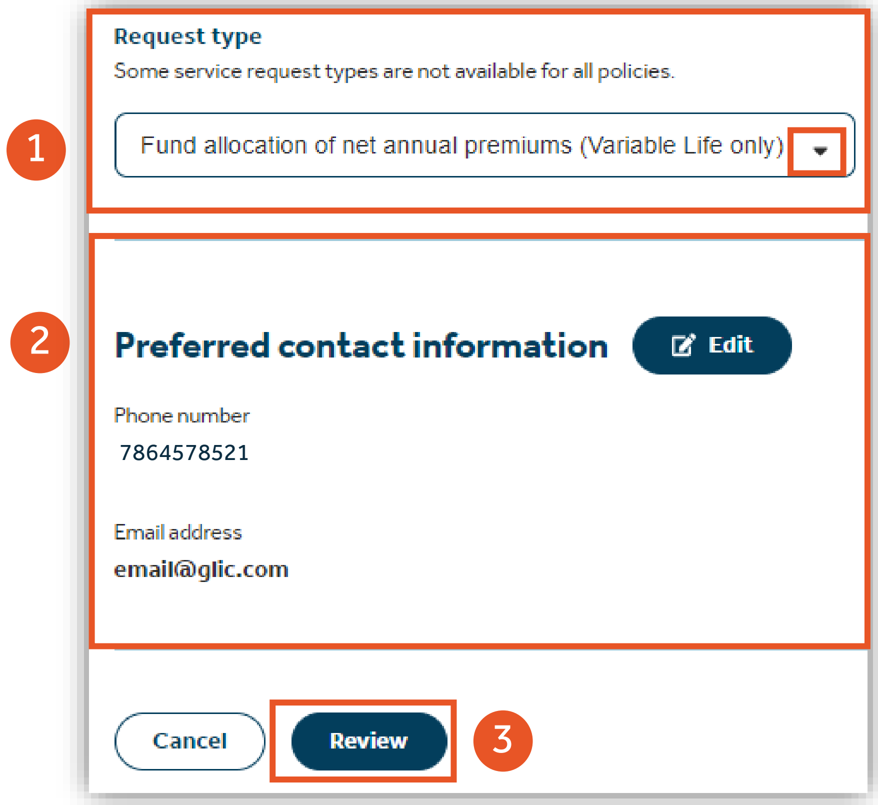
- Dividend option changes, including those which would result in a loss of One Year Term coverage, go into effect on the next policy anniversary date.
- Election of Dividend Options A, B, C, D, or U will terminate any existing One Year Term insurance and may reduce total death benefit.
- There may be additional dividend options available for your policy. Consult with your financial professional for eligibility and form/illustration requirements.

V167 ADMIN (4/23)

Client Manager – Service Request (Fund allocation of net annual premiums)

How To Guide: Guardian Online (GOL)

1. Select **Fund allocation of net annual premiums** from the drop down. It will only display on Variable Life policies.
2. Option to update **Producer Preferred contact information**
3. Click on **Review** to continue

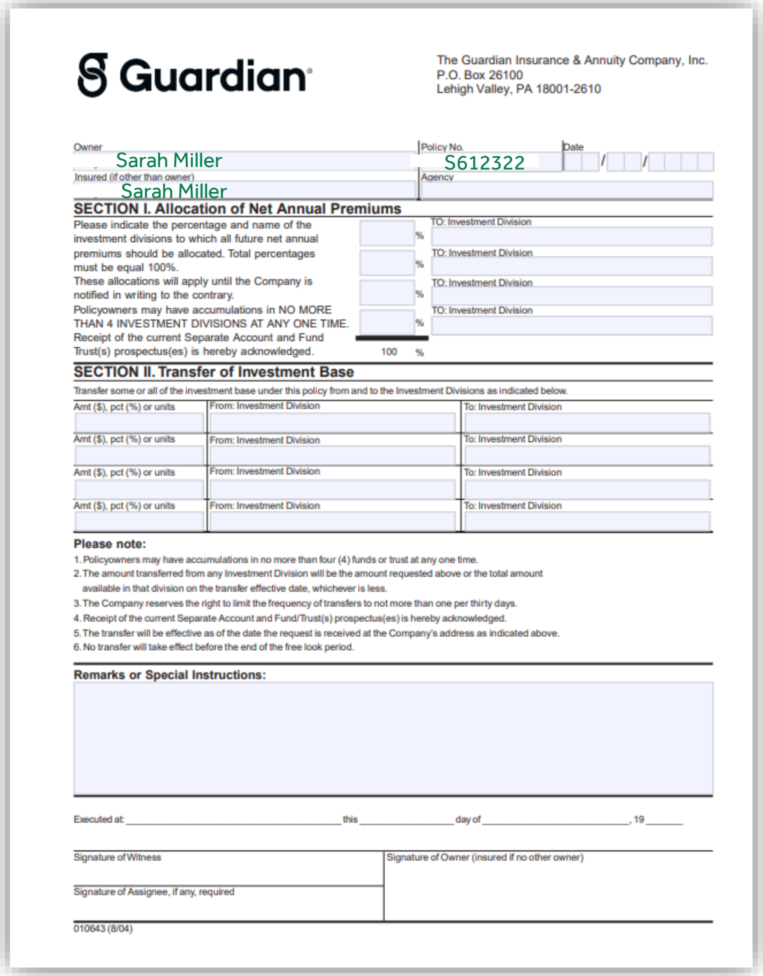


Client Manager – Service Request (Fund allocation of net annual premiums)

How To Guide: Guardian Online (GOL)

4. Choose from the **Download options**
5. Select **Download forms**
6. The form is in pdf format.

6



The Guardian Insurance & Annuity Company, Inc.
P.O. Box 26100
Lehigh Valley, PA 18001-2610

Owner: Sarah Miller
Policy No.: S612322
Date: / /
Insured (if other than owner): Sarah Miller
Agency

SECTION I. Allocation of Net Annual Premiums

Please indicate the percentage and name of the investment divisions to which all future net annual premiums should be allocated. Total percentages must be equal 100%.
These allocations will apply until the Company is notified in writing to the contrary.
Policyowners may have accumulations in NO MORE THAN 4 INVESTMENT DIVISIONS AT ANY ONE TIME.
Receipt of the current Separate Account and Fund Trust(s) prospectus(es) is hereby acknowledged.

%	TO: Investment Division
%	TO: Investment Division
%	TO: Investment Division
%	TO: Investment Division
100 %	

SECTION II. Transfer of Investment Base

Transfer some or all of the investment base under this policy from and to the Investment Divisions as indicated below.

Amt ($), pct (%) or units	From: Investment Division	To: Investment Division

Please note:

1. Policyowners may have accumulations in no more than four (4) funds or trust at any one time.
2. The amount transferred from any Investment Division will be the amount requested above or the total amount available in that division on the transfer effective date, whichever is less.
3. The Company reserves the right to limit the frequency of transfers to not more than one per thirty days.
4. Receipt of the current Separate Account and Fund/Trust(s) prospectus(es) is hereby acknowledged.
5. The transfer will be effective as of the date the request is received at the Company's address as indicated above.
6. No transfer will take effect before the end of the free look period.

Remarks or Special Instructions:

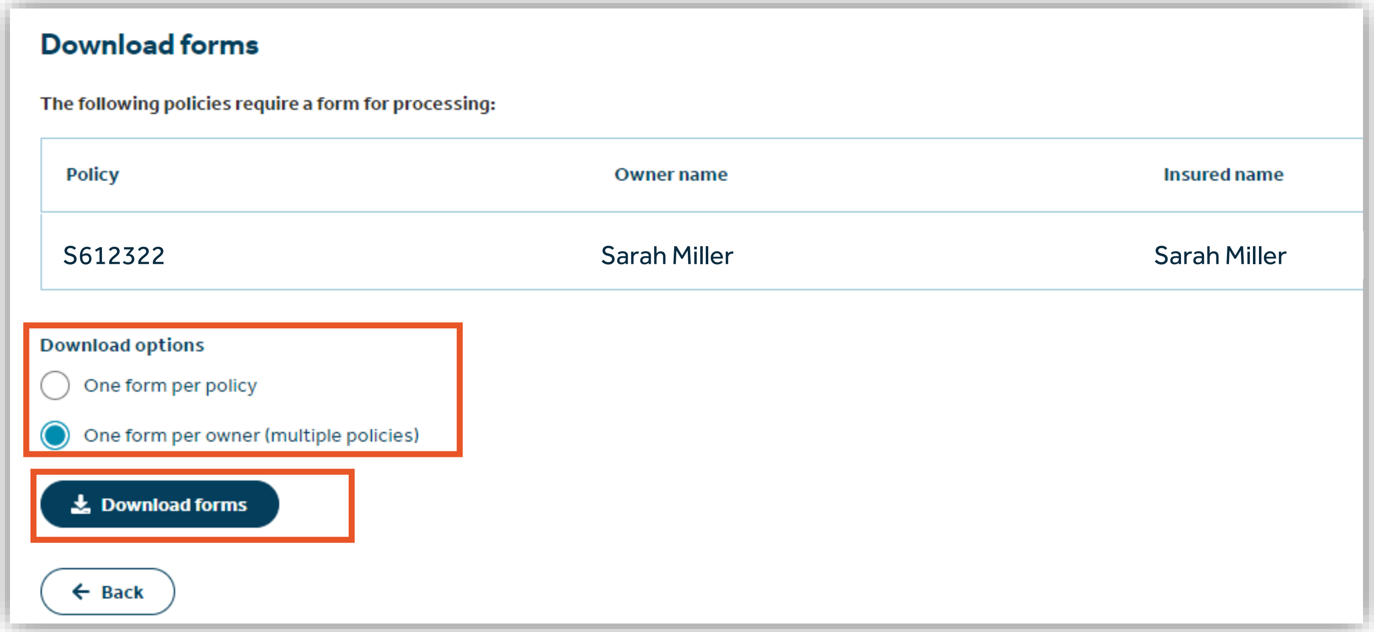
Executed at: ____________________ this __________ day of ________________, 19 ______

Signature of Witness

Signature of Owner (insured if no other owner)

Signature of Assignee, if any, required

010643 (8/04)

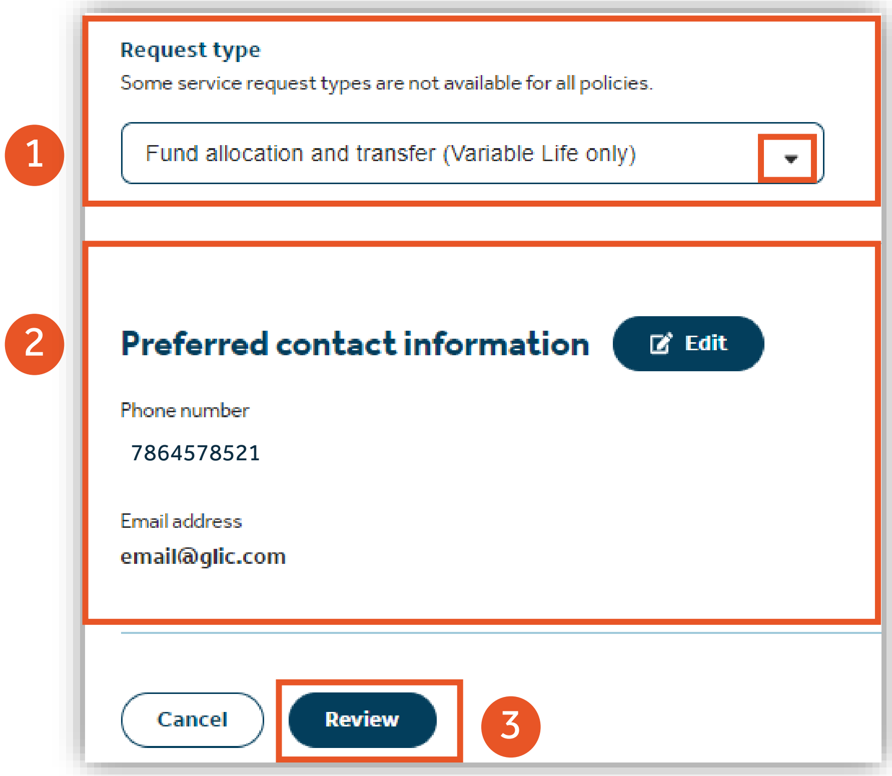


Policy	Owner name	Insured name
S612322	Sarah Miller	Sarah Miller

Client Manager – Service Request (Fund allocation and transfer)

How To Guide: Guardian Online (GOL)

1. Select **Fund allocation and transfer** from the drop down. It will only display on Variable Life policies.
2. Option to update **Producer Preferred contact information**
3. Click on **Review** to continue

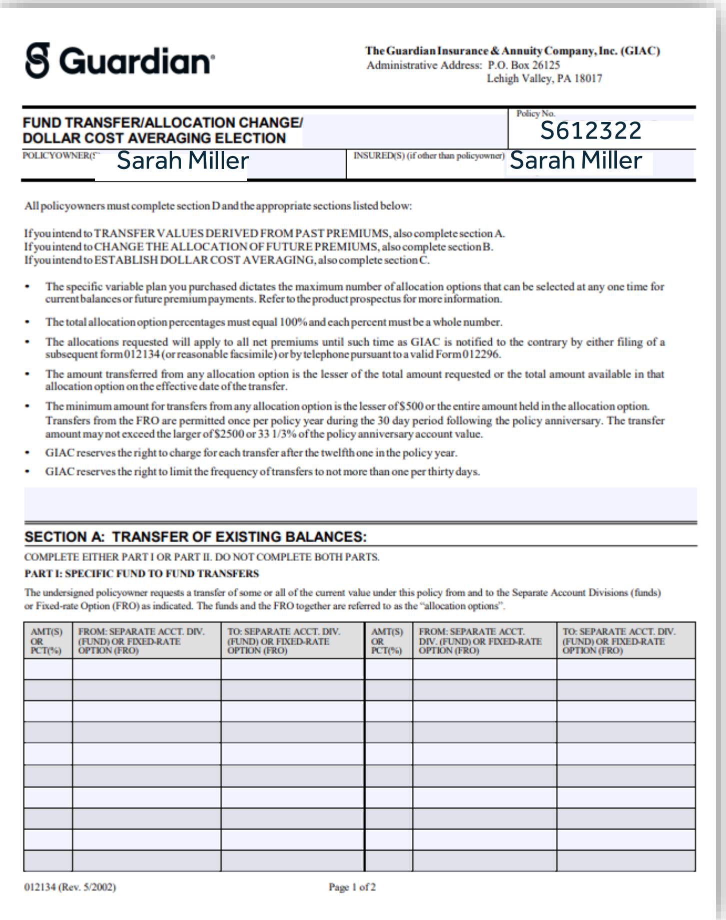


Client Manager – Service Request (Fund allocation and transfer)

How To Guide: Guardian Online (GOL)

4. Choose from the **Download options**
5. Select **Download forms**
6. The form is in pdf format.

6



The Guardian Insurance & Annuity Company, Inc. (GIAC)
Administrative Address: P.O. Box 26125
Lehigh Valley, PA 18017

FUND TRANSFER/ALLOCATION CHANGE/ DOLLAR COST AVERAGING ELECTION

Policy No. S612322

POLICYOWNER(S) Sarah Miller

INSURED(S) (if other than policyowner) Sarah Miller

All policyowners must complete section D and the appropriate sections listed below:

If you intend to TRANSFER VALUES DERIVED FROM PAST PREMIUMS, also complete section A.
If you intend to CHANGE THE ALLOCATION OF FUTURE PREMIUMS, also complete section B.
If you intend to ESTABLISH DOLLAR COST AVERAGING, also complete section C.

- The specific variable plan you purchased dictates the maximum number of allocation options that can be selected at any one time for current balances or future premium payments. Refer to the product prospectus for more information.
- The total allocation option percentages must equal 100% and each percent must be a whole number.
- The allocations requested will apply to all net premiums until such time as GIAC is notified to the contrary by either filing of a subsequent form 012134 (or reasonable facsimile) or by telephone pursuant to a valid Form 012296.
- The amount transferred from any allocation option is the lesser of the total amount requested or the total amount available in that allocation option on the effective date of the transfer.
- The minimum amount for transfers from any allocation option is the lesser of $500 or the entire amount held in the allocation option. Transfers from the FRO are permitted once per policy year during the 30 day period following the policy anniversary. The transfer amount may not exceed the larger of $2500 or 33 1/3% of the policy anniversary account value.
- GIAC reserves the right to charge for each transfer after the twelfth one in the policy year.
- GIAC reserves the right to limit the frequency of transfers to not more than one per thirty days.

SECTION A: TRANSFER OF EXISTING BALANCES:

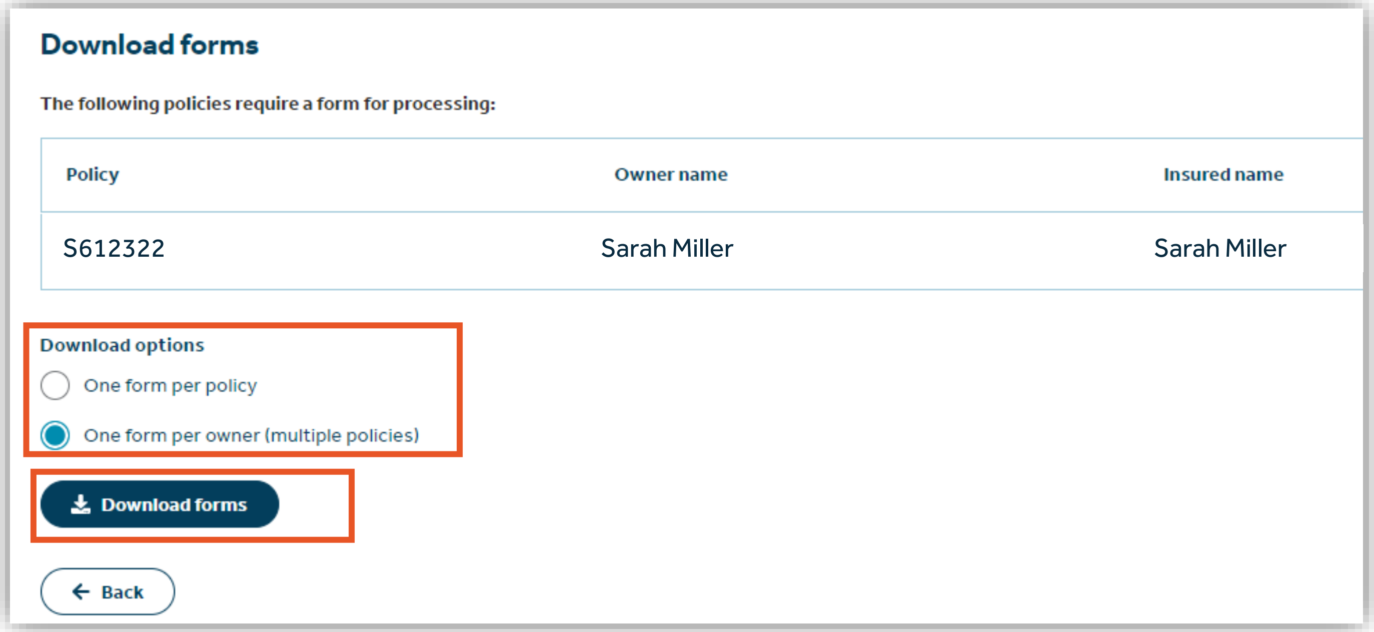
COMPLETE EITHER PART I OR PART II. DO NOT COMPLETE BOTH PARTS.

PART I: SPECIFIC FUND TO FUND TRANSFERS

The undersigned policyowner requests a transfer of some or all of the current value under this policy from and to the Separate Account Divisions (funds) or Fixed-rate Option (FRO) as indicated. The funds and the FRO together are referred to as the "allocation options".

AMT(S) OR PCT(%)	FROM: SEPARATE ACCT. DIV. (FUND) OR FIXED-RATE OPTION (FRO)	TO: SEPARATE ACCT. DIV. (FUND) OR FIXED-RATE OPTION (FRO)	AMT(S) OR PCT(%)	FROM: SEPARATE ACCT. DIV. (FUND) OR FIXED-RATE OPTION (FRO)	TO: SEPARATE ACCT. DIV. (FUND) OR FIXED-RATE OPTION (FRO)

012134 (Rev. 5/2002) Page 1 of 2



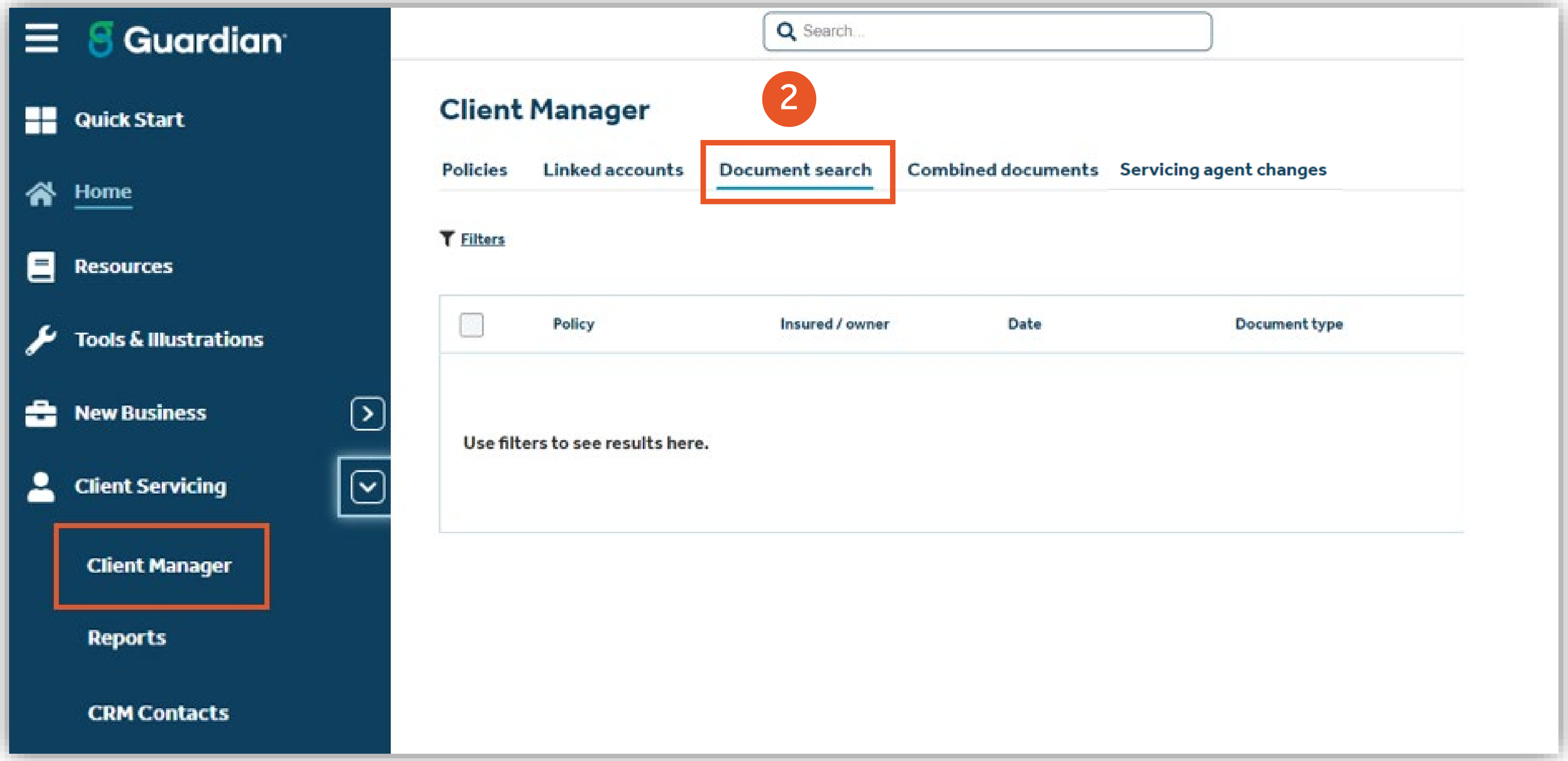
4

5

Client Manager – Document Search

How To Guide: Guardian Online (GOL)

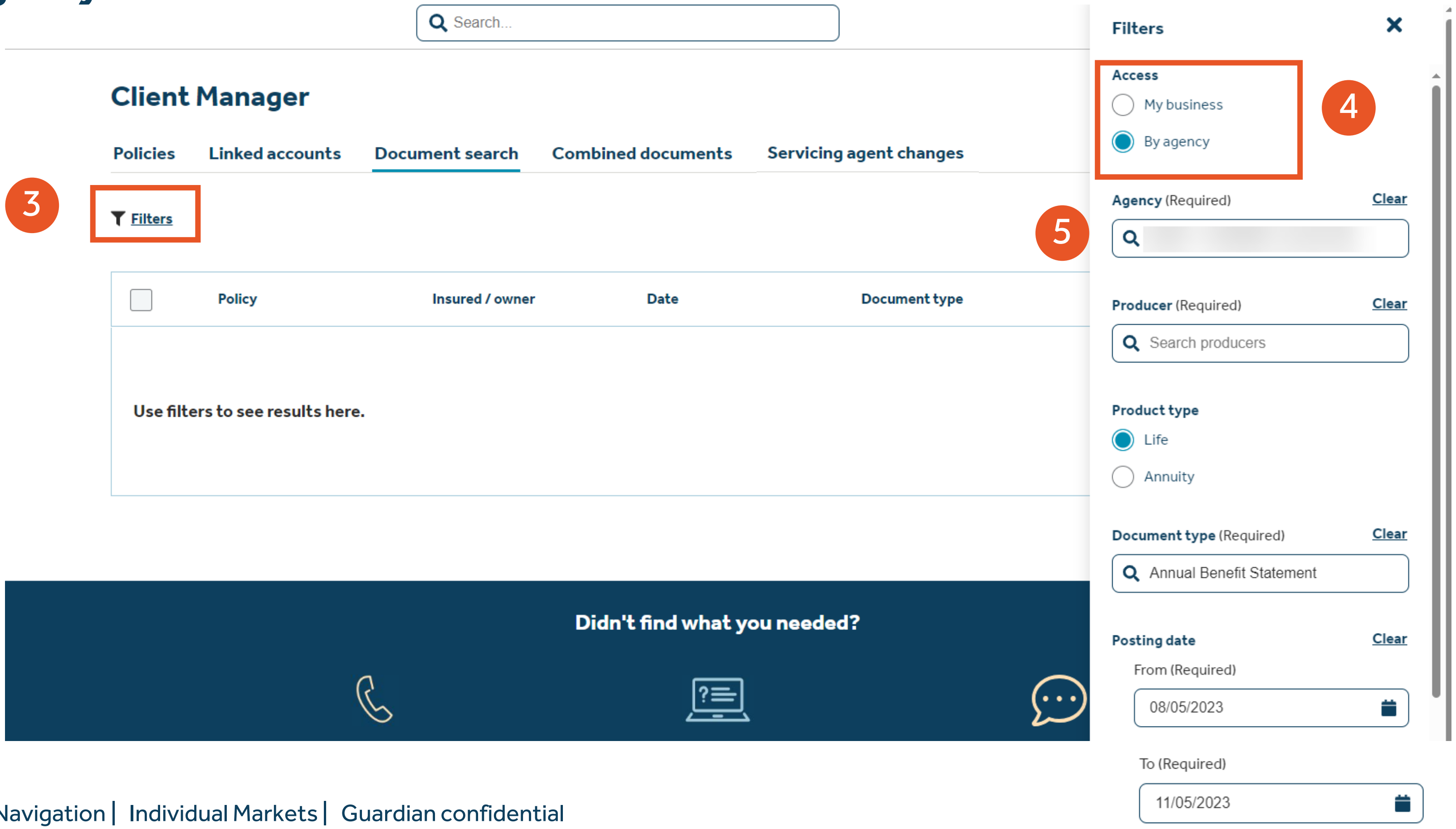
1. To search for a document, select **Client Manager** on the left-hand navigation.
2. Click on the **Document search** tab.



Client Manager – Document Search

How To Guide: Guardian Online (GOL)

3. Click on **Filters**
4. Depending on access, ability to search by **My business** or **By agency**
5. Enter your **Agency**



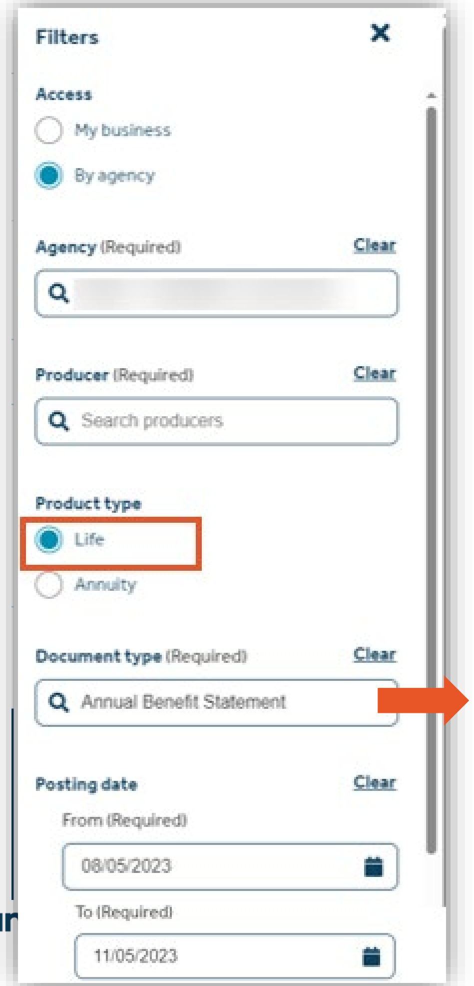
Client Manager – Document Search

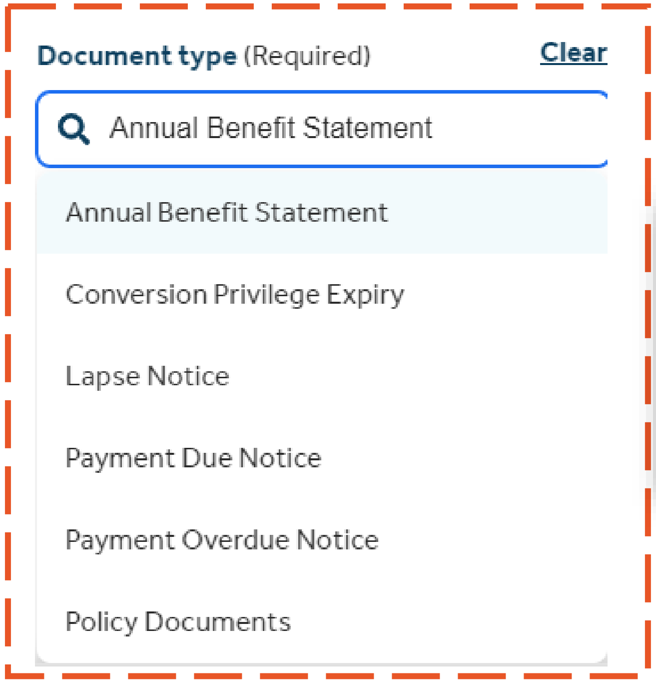
How To Guide: Guardian Online (GOL)

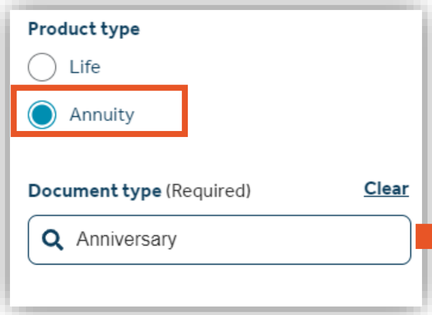
6. Only those producers from the agency selected will appear in this field.
7. Product type – Either Life or Annuity. Only specific document types will display depending which one you chose.

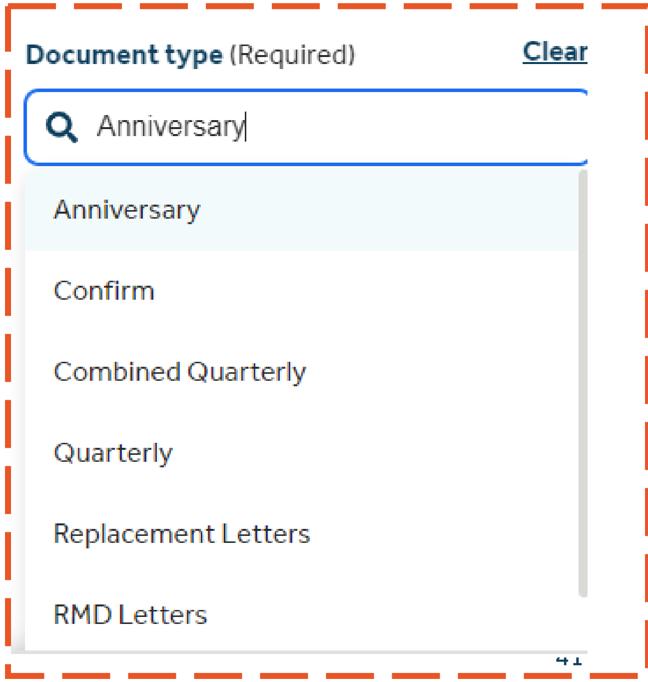
6

7





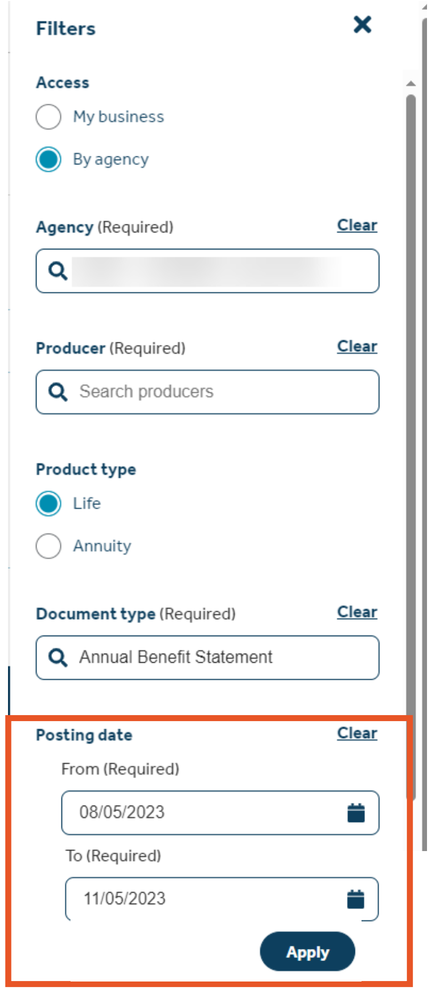




Client Manager – Document Search

How To Guide: Guardian Online (GOL)

8. Posting date can be selected. It can only go back 3 years from the current date. Click **Apply** for results.
9. Results display with **Document type** as clickable link to download to pdf.



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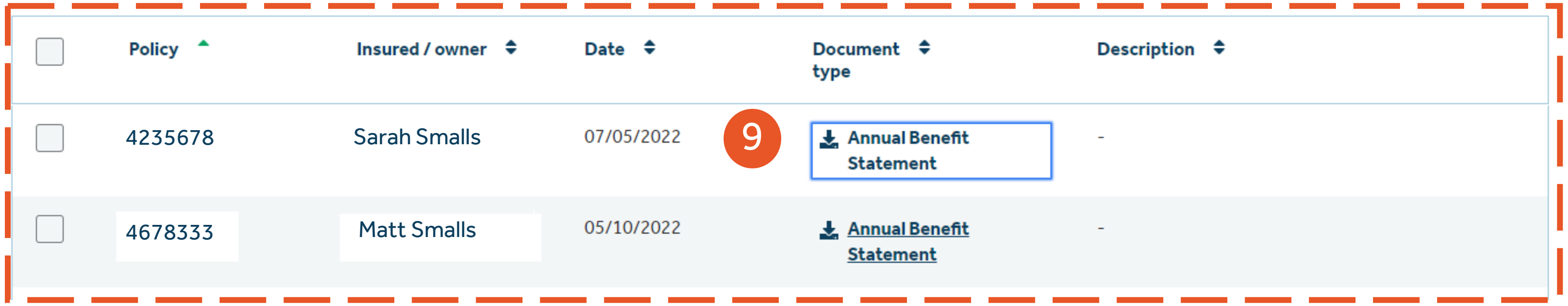
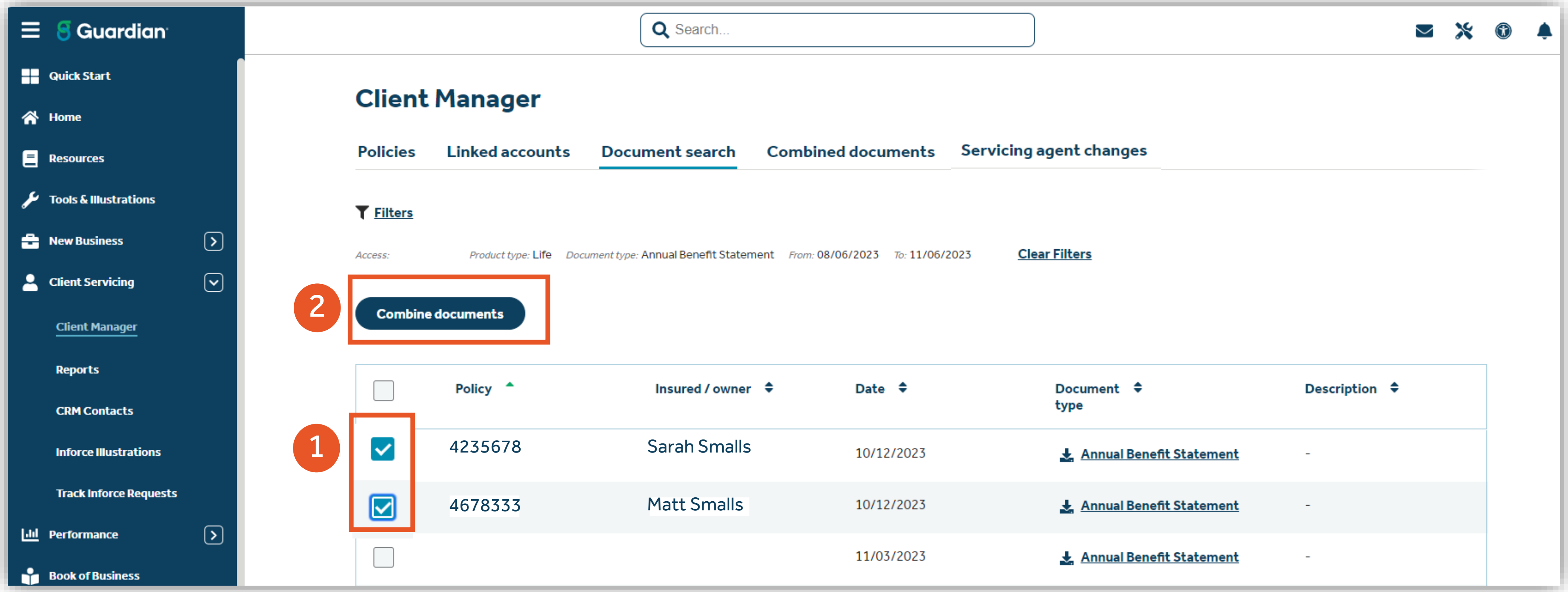


Guardian

Client Manager – Combined documents

How To Guide: Guardian Online (GOL)

1. Select documents you would like to combine under the **Document search** tab.
2. Click on **Combine documents**

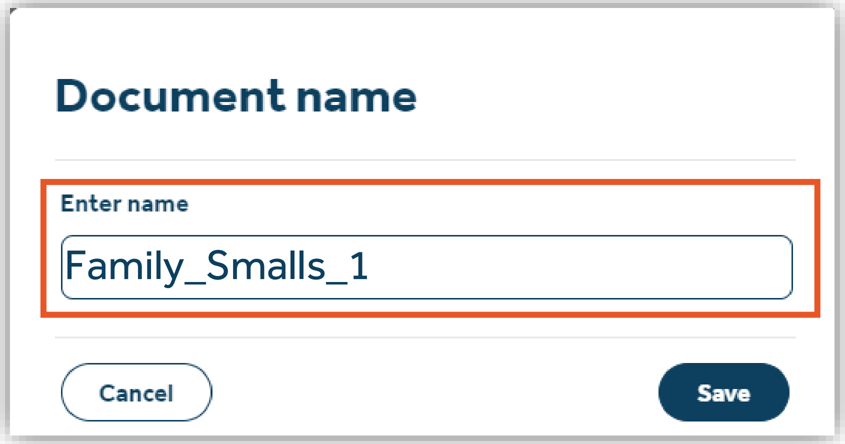


Client Manager – Combined documents

How To Guide: Guardian Online (GOL)

3. Enter name of the document. Click **Save**
4. A message pops up stating that the request has been received. Click **Done**

3



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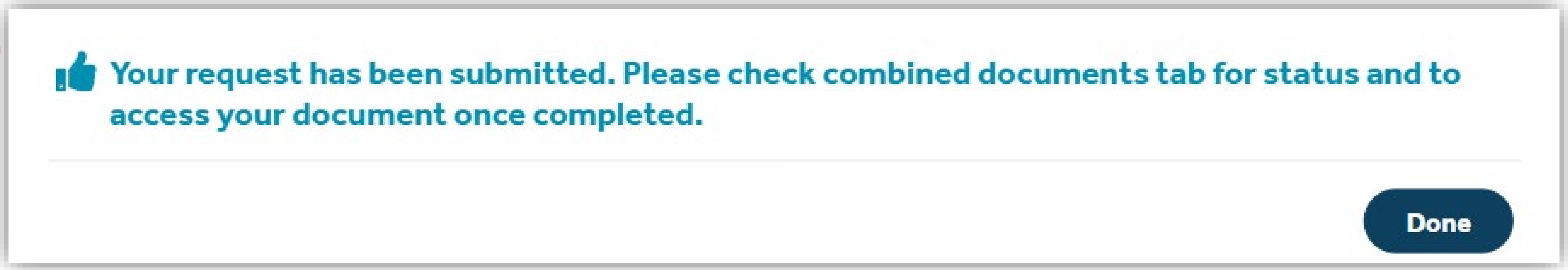
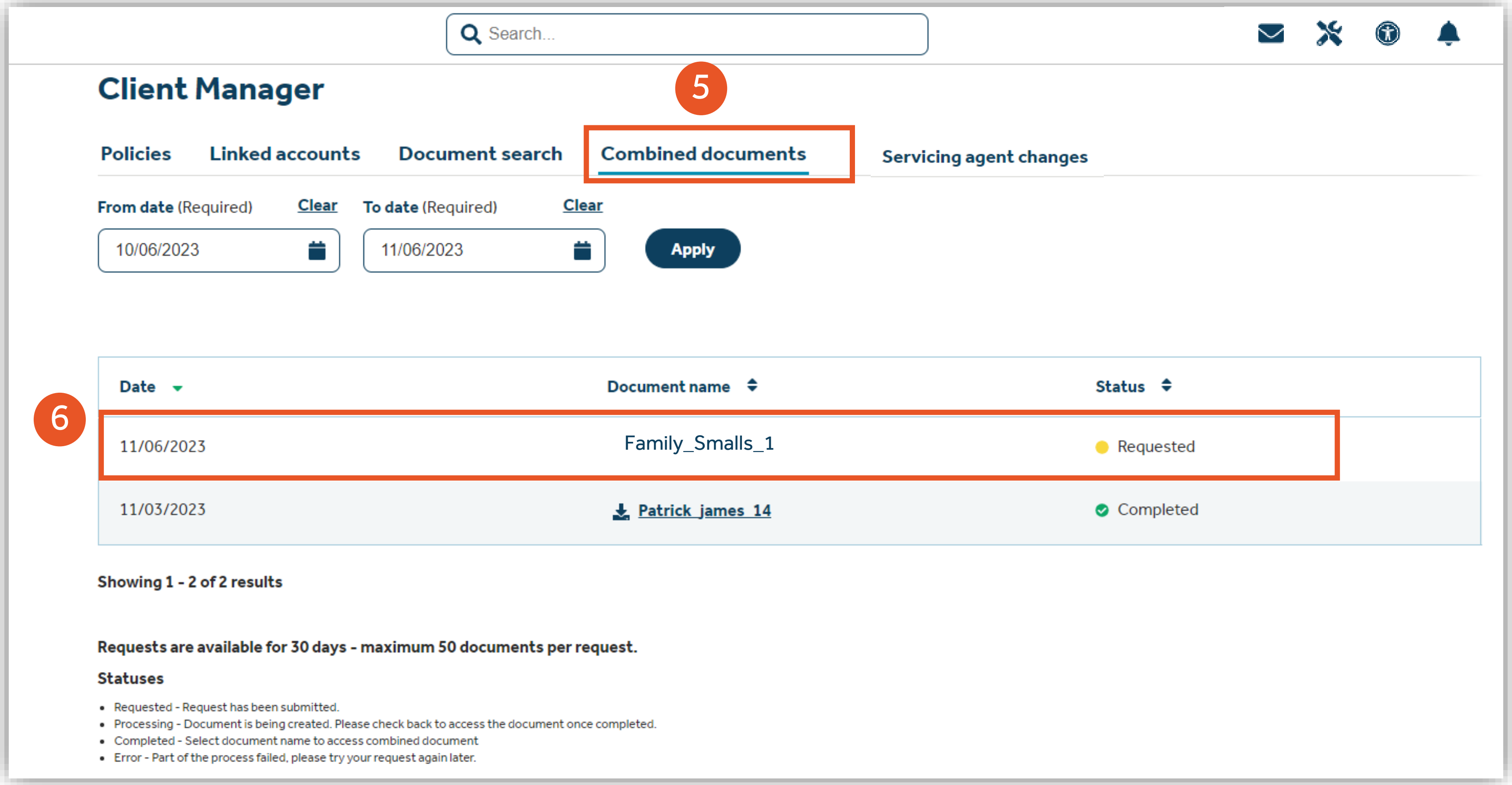


Client Manager – Combined documents

How To Guide: Guardian Online (GOL)

5. Click on **Combined documents** tab to view all of your combined documents.
6. The latest document saved displays with "Requested" status. The process to combine documents takes overnight to complete.



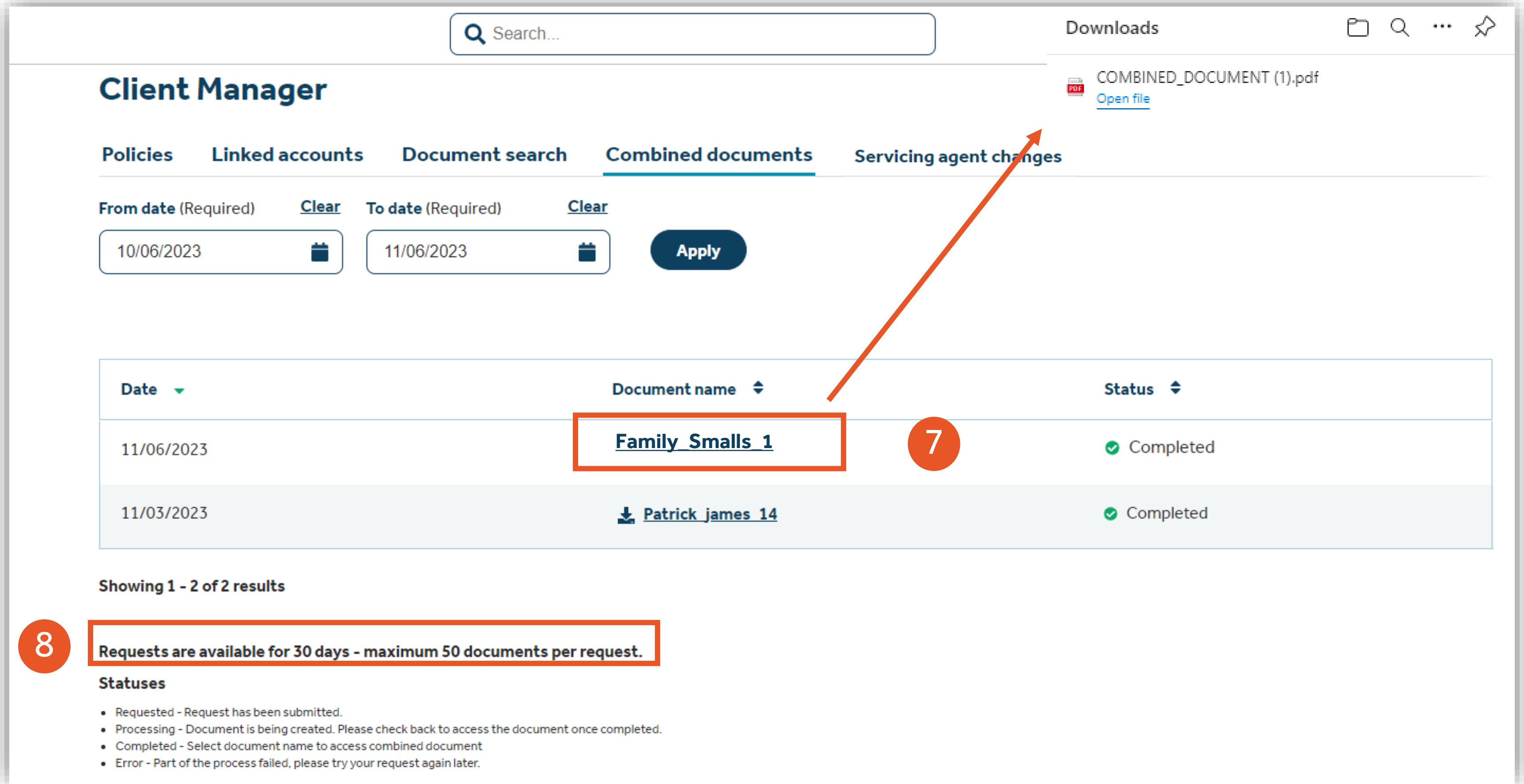
NEW – icons implemented in status field.

- Requested
- Processing
- Completed

Client Manager – Combined documents

How To Guide: Guardian Online (GOL)

7. When the status displays **Completed** click on document to retrieve combined pdf documents.
8. All combined documents are available for 30 days. They will be automatically deleted afterwards.

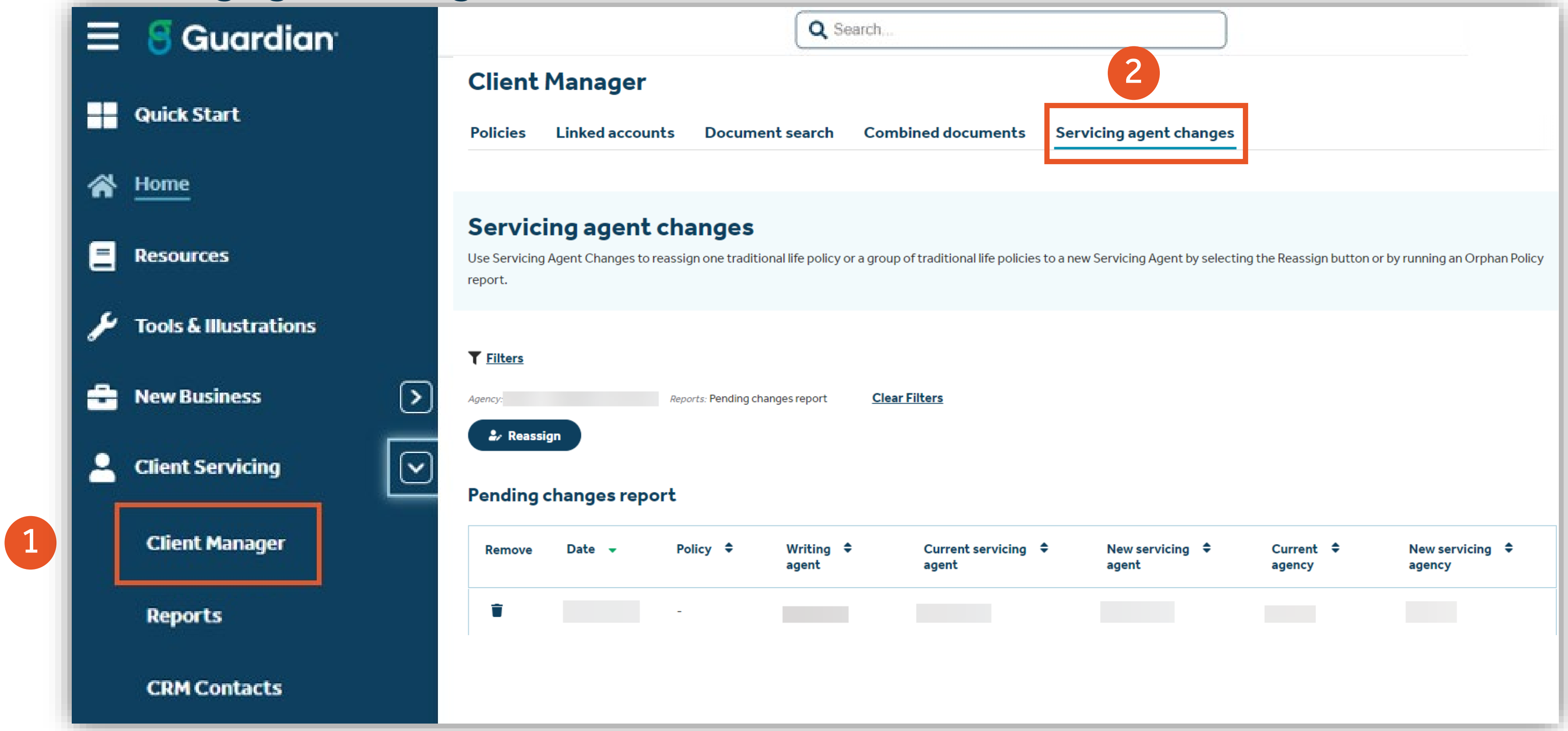


Client Manager – Servicing Agent Changes

How To Guide: Guardian Online (GOL)

Process a Traditional Life Policy servicing agent change where a new agent is located within the same agency as the previous agent.

1. Access to make changes by selecting **Client Manager** on the left-hand navigation under Client Servicing.
2. Click on the **Servicing agent changes** tab

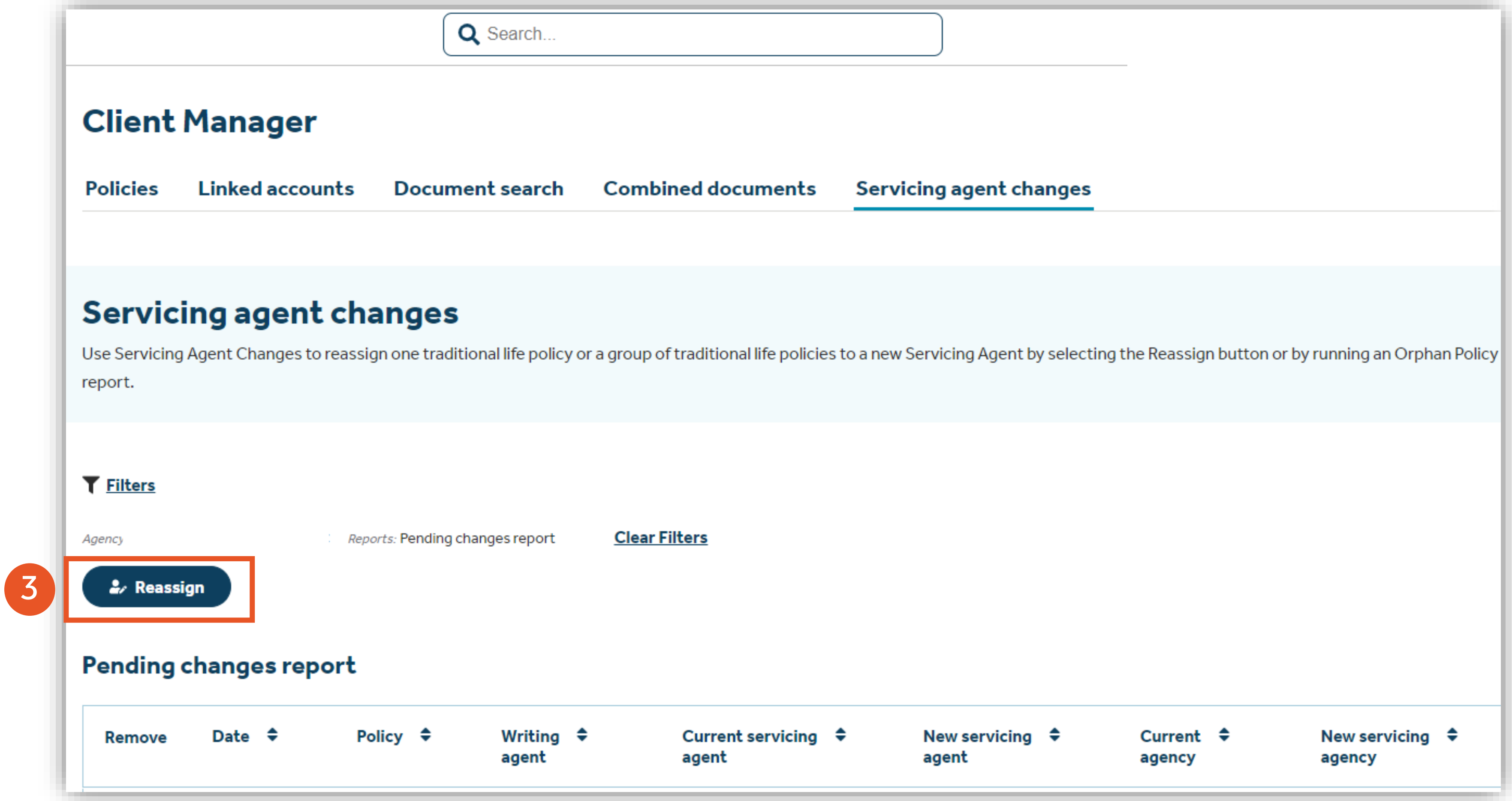


Only those who have access to make Servicing agent changes will see the ***Servicing agent changes*** *tab.*

Client Manager – Servicing Agent Changes

How To Guide: Guardian Online (GOL)

3. Click on **Reassign** found within the **Servicing agent changes** tab.

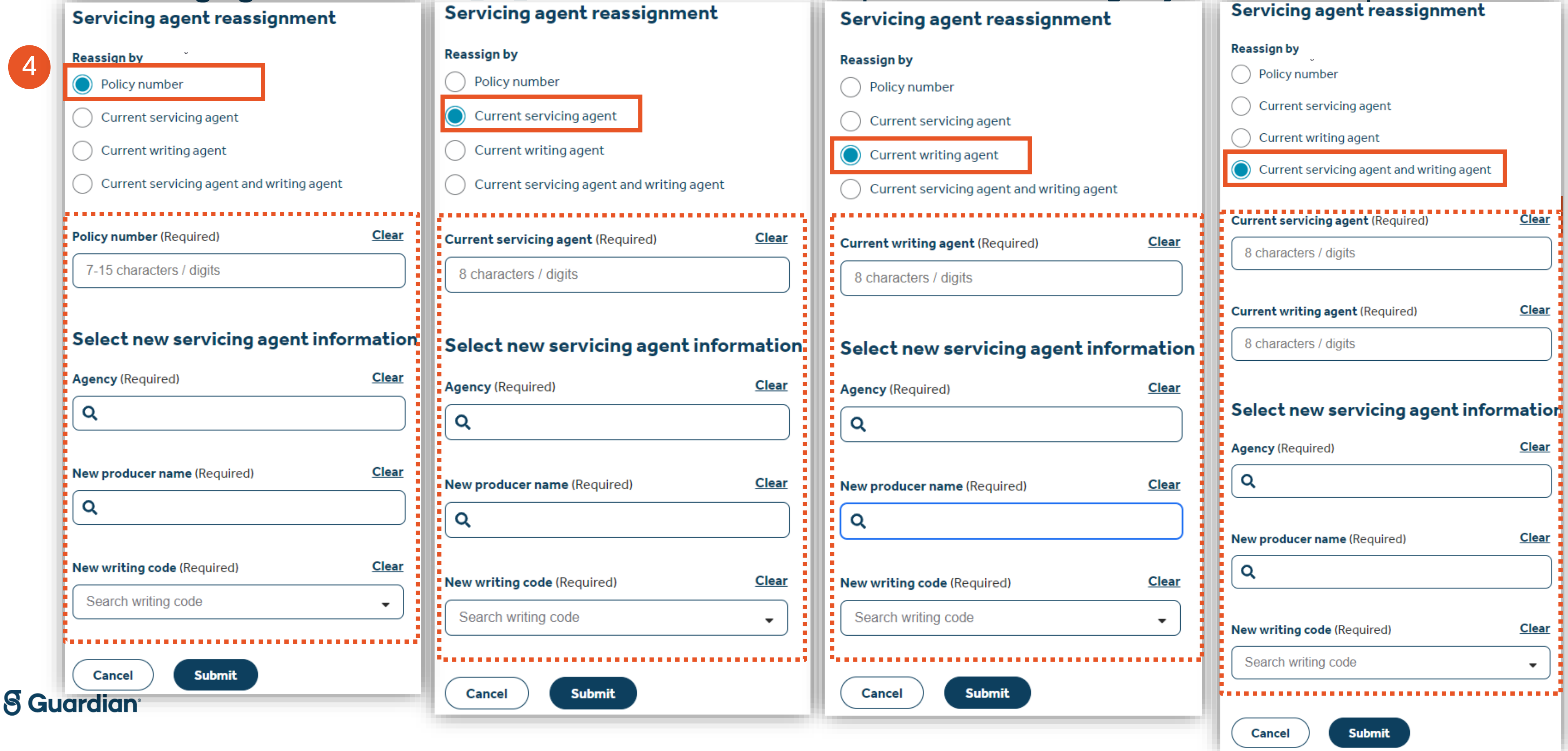


Client Manager – Servicing Agent Changes

How To Guide: Guardian Online (GOL)

*Only changes to servicing agent can be made. Changes to writing agent is **not** possible.*

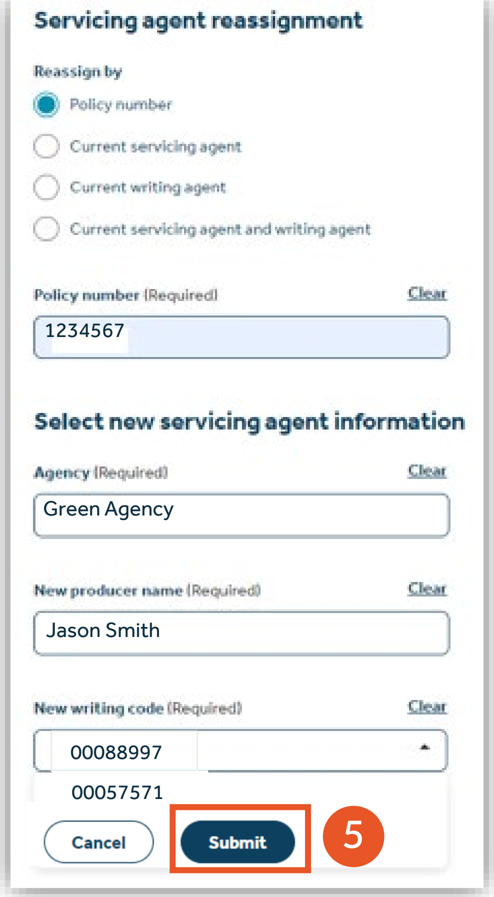
4. Reassign by selecting **Policy number**, **Current servicing agent**, **Current writing agent** or **Current servicing agent and writing agent.** Each selection requires to enter slightly different required information.

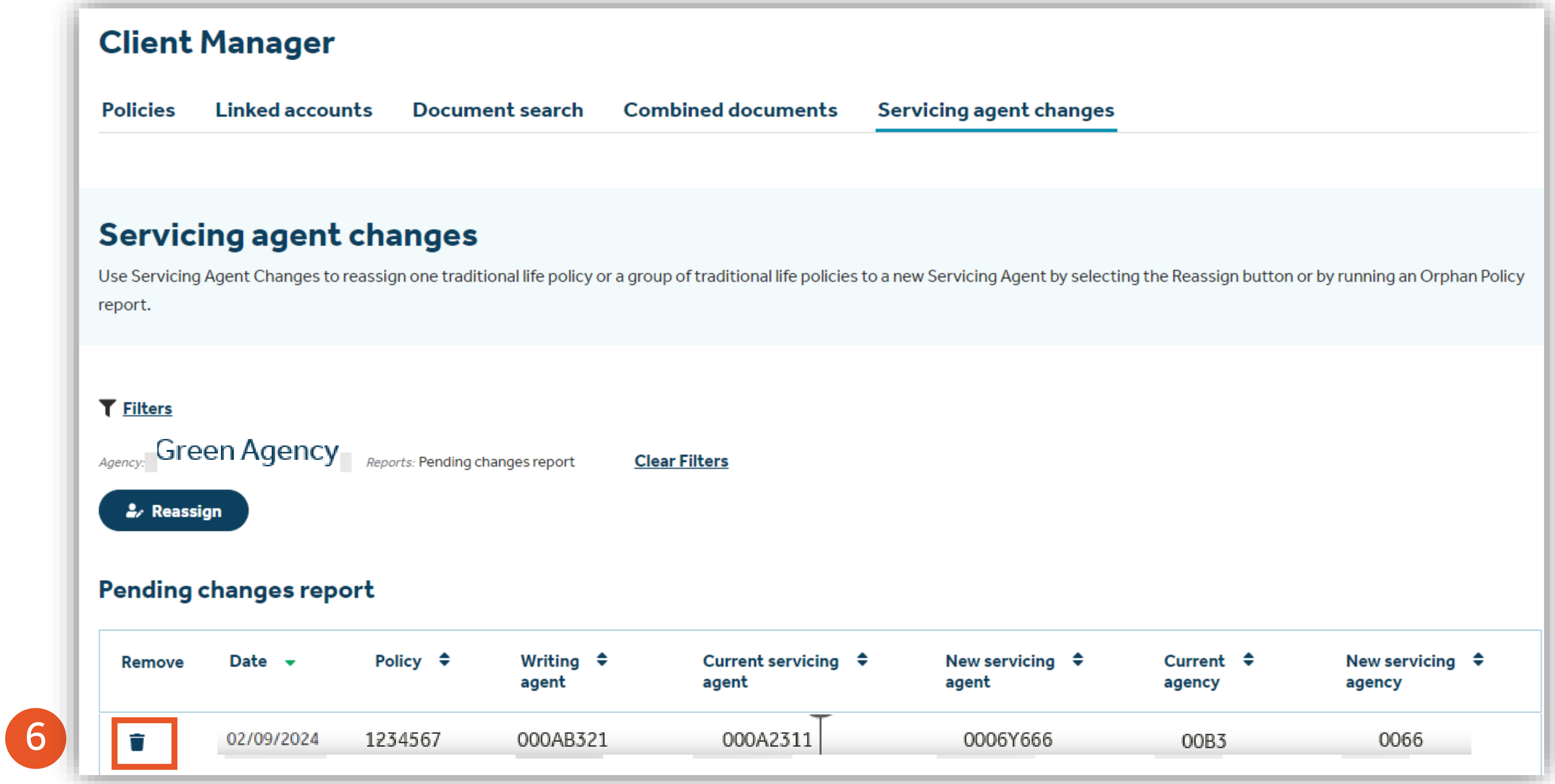


Client Manager – Servicing Agent Changes

How To Guide: Guardian Online (GOL)

5. Once all the information has been entered (for this example -policy number, agency, producer name and writing code). Click **Submit**
6. Changes are reflected under the **Pending changes report.** If this change is made in error, ability to delete this change in pending status. The change takes overnight to reflect the change in the system. At that time, it will disappear from the **Pending change report** list.

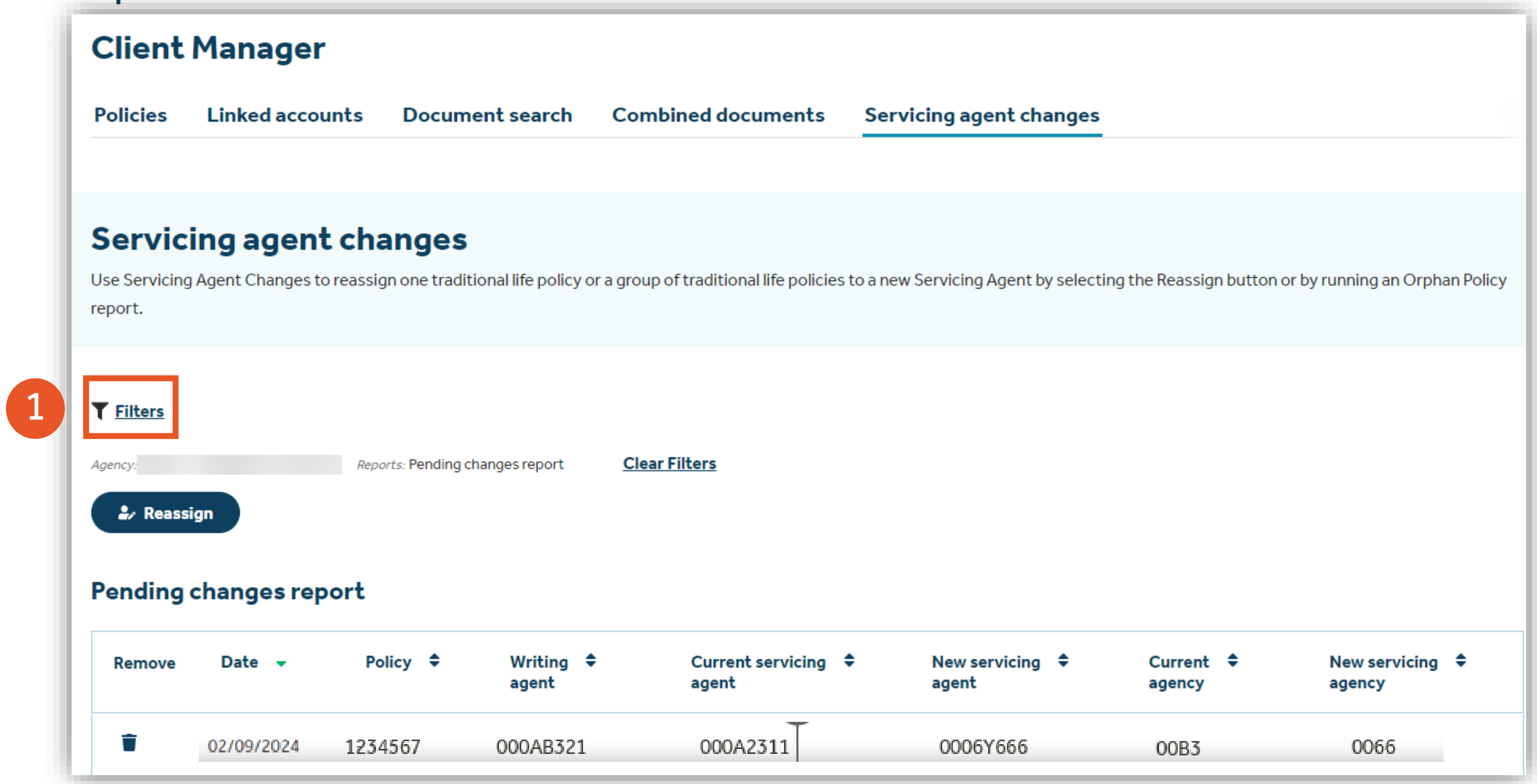




Client Manager – Servicing Agent Changes

How To Guide: Guardian Online (GOL)

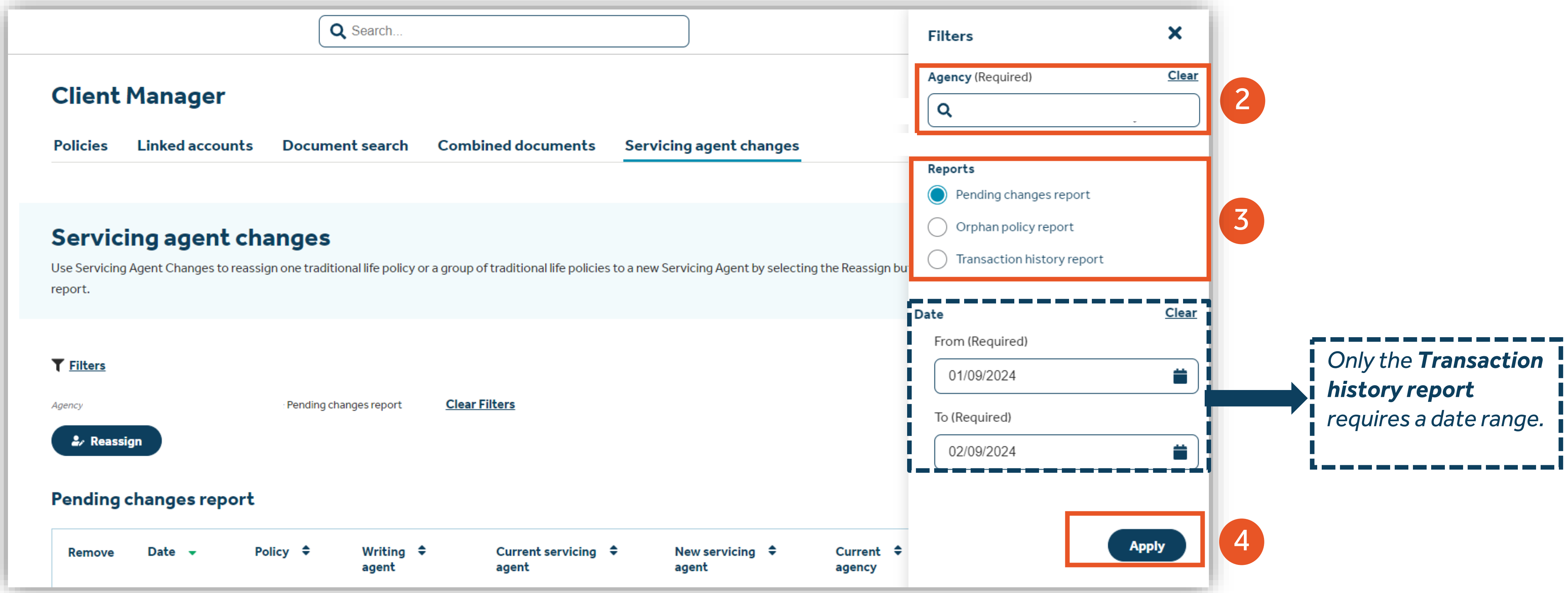
1. Click on **Filters** to find 3 different reports that can be pulled within the Servicing Agent Changes tab.
    - **Pending changes report** – lists the servicing agent changes currently being processed. This report also defaults on the landing page of the **Servicing agent changes** tab.
    - **Orphan policy report** – lists the policies that do not have a valid current servicing agent.
    - **Transaction history report** – lists the servicing agent changes that have been processed for the selected agency in the past. Policies processed for a specific producer on a specific date are available. Report can be printed.



Client Manager – Servicing Agent Changes

How To Guide: Guardian Online (GOL)

2. Enter your **Agency**
3. Select between three different reports: **Pending changes report**, **Orphan policy report**, or **Transaction history report.**
4. Click **Apply**



Client Manager – Servicing Agent Changes

How To Guide: Guardian Online (GOL)

Pending change report:

Client Manager

Policies | Linked accounts | Document search | Combined documents | Servicing agent changes | Grant access

Servicing agent changes

Use Servicing Agent Changes to reassign one traditional life policy or a group of traditional life policies to a new Servicing Agent by selecting the Reassign button or by running an Orphan Policy report.

Filters

Agency: | Reports: Pending changes report | Clear Filters

Reassign

Pending changes report

Remove	Date	Policy	Writing agent	Current servicing agent	New servicing agent	Current agency	New servicing agency
	2/9/2024	1234567	00AB321	00A2311	006Y666	00B3	0066

Orphan policy report:

Client Manager

Policies | Linked accounts | Document search | Combined documents | Servicing agent changes

Servicing agent changes

Use Servicing Agent Changes to reassign one traditional life policy or a group ... ng the Reassign button or by running an Orpha... report.

Filters

Agency: | Reports: Orphan policy report | Clear Filters

Reassign

Click the hyperlink will direct to page to make the servicing agent change for all policies for this agent code .

Click the hyperlink will direct to page to make the servicing agent change for this policy .

Orphan policy report

Agent name	Agent code	Agent type	Policy
Mike Miller	000Y222	Writing agent	1234567

Transaction history report:

Transaction history report

Producer	Writing code	Date	Policy count
Ben Davis	000Y2222	01/27/2003	3

New clickable policy count for additional info.

Transaction details for Ben Davis **on date** 1/30/2024

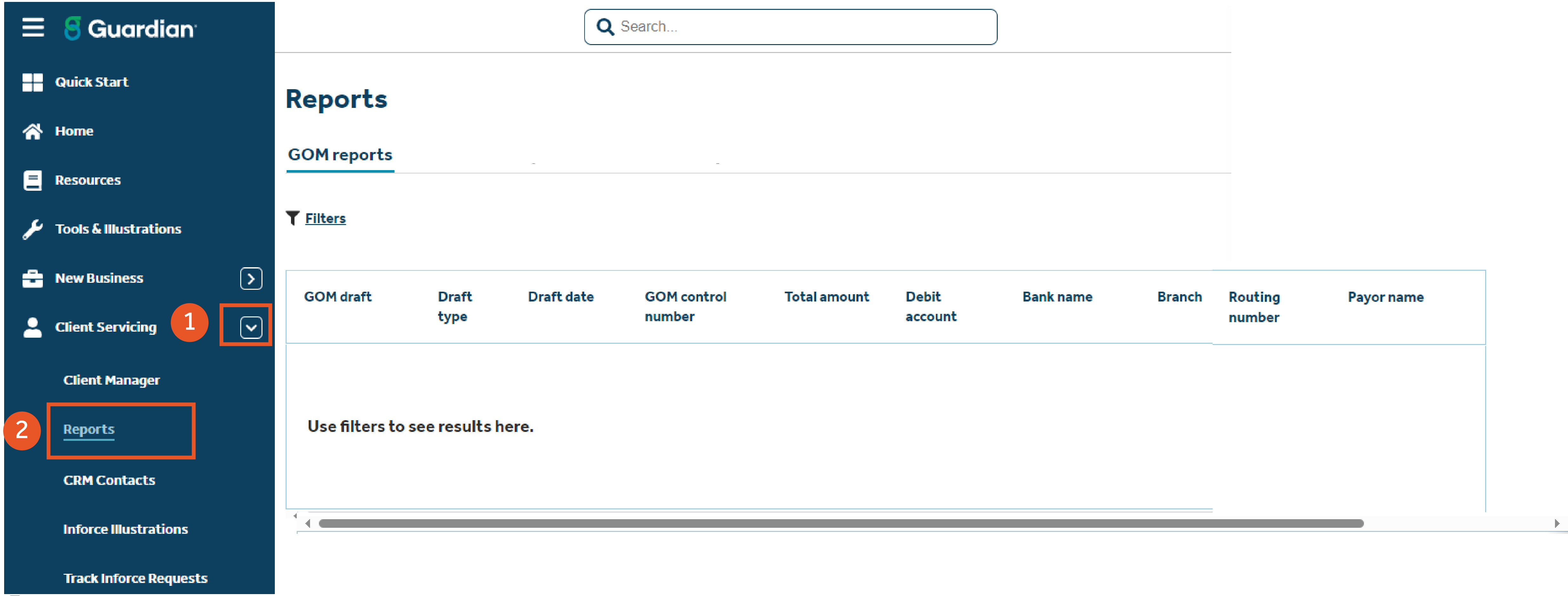
Insured	Policy
Sammy Bell	4011111
Ernie Eye	4122222
Sun Valentine	4133337

Close

Client Manager – GOM Reports

How To Guide: Guardian Online (GOL)

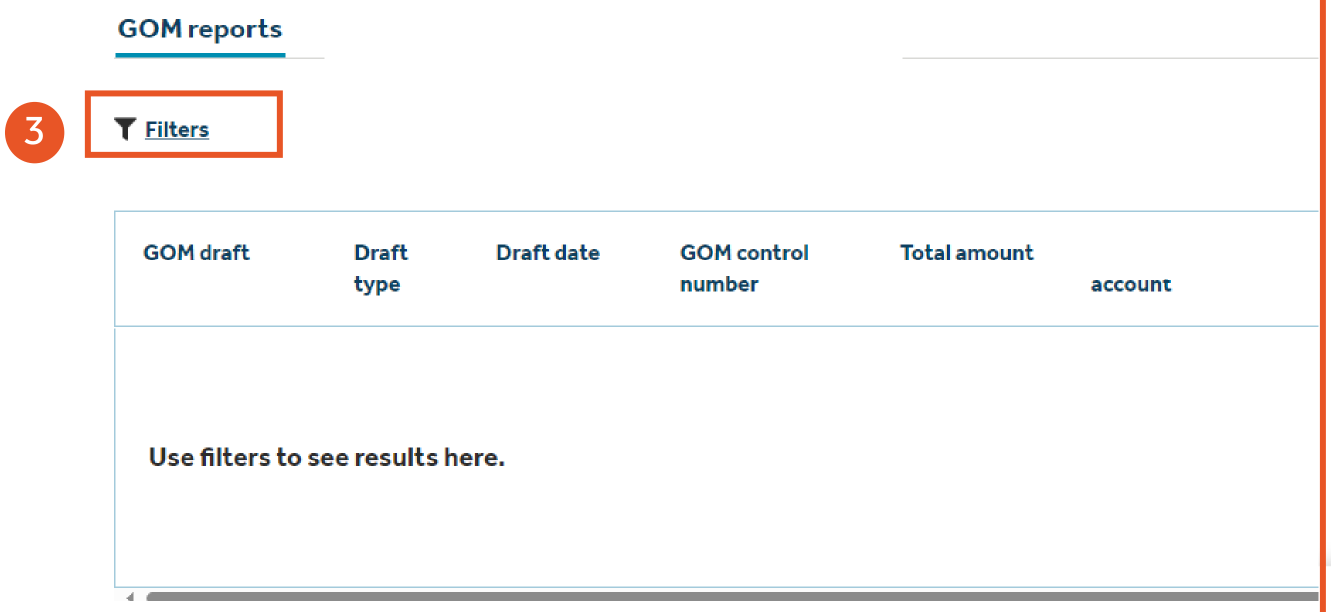
1. Select the **Client Servicing** filter on the left-hand landing page
2. GOM **reports** are found under **Reports**

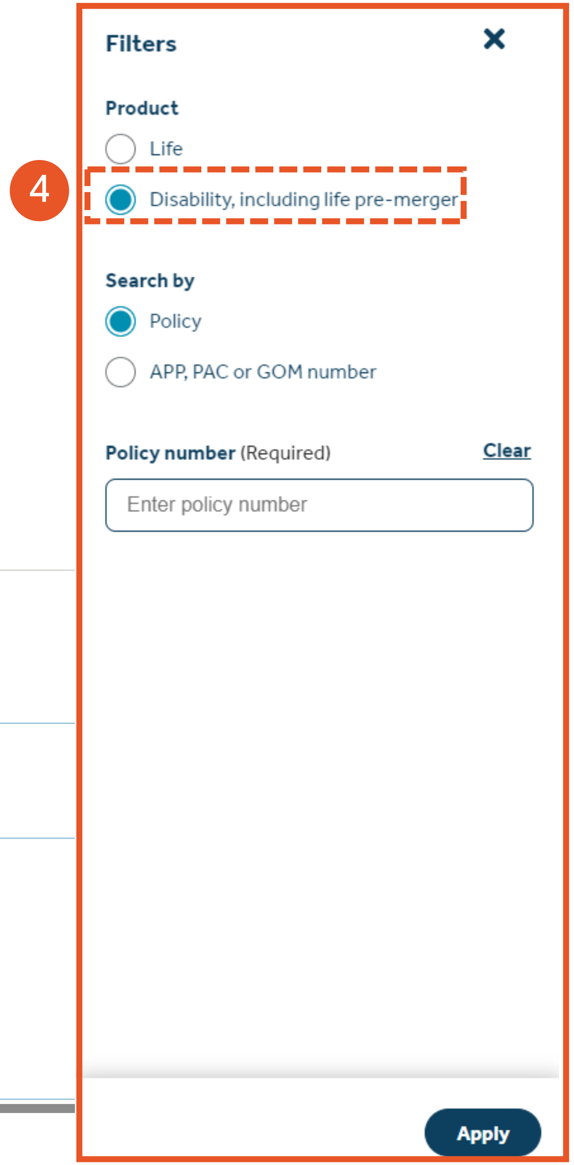


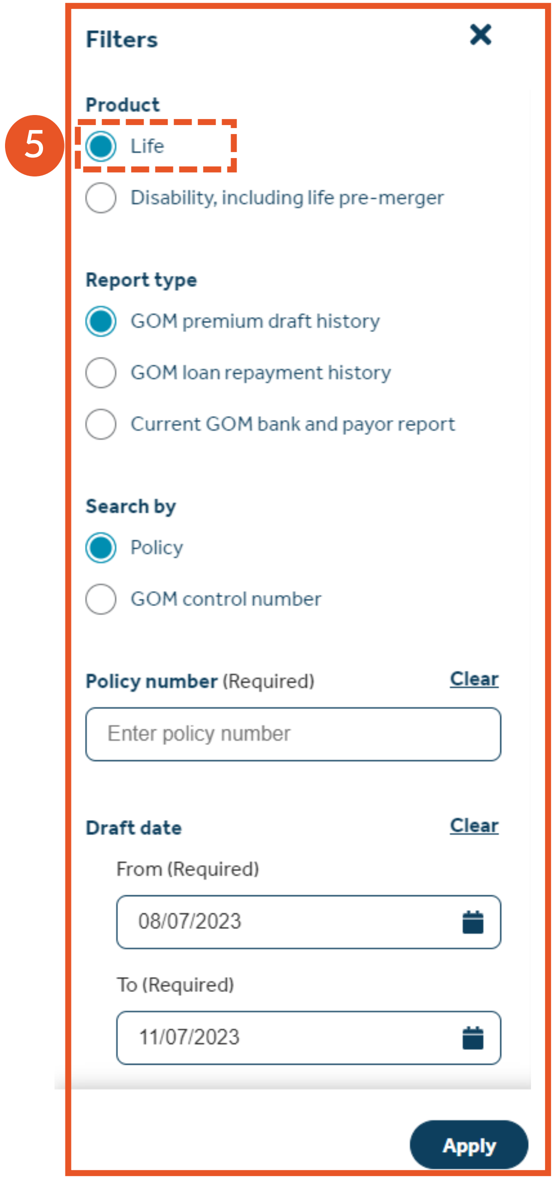
Client Manager – GOM Reports

How To Guide: Guardian Online (GOL)

3. Click the **Filters**
4. Selecting product: **Disability** displays filter for **Search by** policy or APP, PAC, or GOM #. Enter required number.
5. Selecting product: **Life** displays filter for **Report type** (3 reports), able to **Search by** policy or GOM number, and **Draft date**.







Client Manager – GOM Reports

How To Guide: Guardian Online (GOL)

6. Retrieve **GOM premium draft history** when filtering for a policy number.

Example:

Filters

Product

- (●) Life
- ( ) Disability, including life pre-merger

Report type

- (●) GOM premium draft history
- ( ) GOM loan repayment history
- ( ) Current GOM bank and payor report

Search by

- (●) Policy
- ( ) GOM control number

Policy number (Required) Clear

3888888

Draft date Clear

From (Required)

8/02/2016

To (Required)

11/07/2023

Apply

6

GOM premium draft history

GOM draft	Draft type	Draft date	GOM control number	Total amount	Debit account	Bank name	Branch	Bank account	Routing number	Payor name
GOM Premium Draft	EFT	01/16/2018	3888888	$160.73	Checking	JP MORGAN CHASE	-	XXXX1234	XXXX4444	Sally Smith
GOM Premium Draft	EFT	12/15/2017	3888888	$160.73	Checking	JP MORGAN CHASE	-	XXXX1234	XXXX4444	Sally Smith

Guardian

Guardian®

Questions?

Looking for document or general questions on GOL? Contact: gol_redesign@glic.com

Technical issues or questions: Call the Agency Support Center at 1-800-499-8820