AMERICAN CENTURY
LIFE INSURANCE

Agent Field Guide

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AMERICAN CENTURY LIFE INSURANCE

American Century Life Insurance Company has a long history of serving families and helping them with their annuity and life insurance needs. This is made possible by financial professionals across the country who are committed to finding solutions in their clients' best interests as they pursue a path to a more secure retirement.

We leverage technology, smart operational processes and a commitment to ongoing support to help you succeed in the field. We encourage you to use this guide as a tool for navigating your role as a representative of American Life Insurance Company and augmenting your success in the field.

Note that this document is **FOR PRODUCER USE ONLY** and should not be disclosed to the public. The information contained in this guide is general in nature and is subject to the applicable annuity and rider policy language. The company reserves the right to change processes at its discretion, at any time, and with or without prior notice.

Company Contact Information

Office Address: 1333 W. McDermott Dr. #200, Allen, TX 75013

Phone: (855) 966-1111

Fax: (855) 855-0181

Email: service@aclic.com

Website and Agent Portal: www.aclic.com

Hours of Operation: 8:30 a.m. – 5:30 p.m. CT

Wire Instructions

Bank name: BOKA/Bank of Texas

Routing #: 111014325

Account #: 2880799919

Account name: American Century Life

Owner address: 1333 W. McDermott Dr. #200, Allen, TX 75013

AMERICAN CENTURY LIFE INSURANCE

Agent Appointment

Agent appointment can be completed through SureLC or the American Century e-contract available on our website where you also have an option to download the contract, complete it, sign it and send it back to us.

To get appointed, agents need to:

- Hold a license in the state in which American Century is licensed
  - o Just-in-time appointments are available in all states except CO, MI, PA and UT, where appointments are required prior to application
  - To add new states to your contract, please email a request to service@aclic.com

You must also complete the following:

- Anti-money laundering training
- Suitability in Annuity Transactions Model Regulation training as required by the NAIC
- Company market conduct guide attestation
- Company product-specific training
- Confirmation of E&O Coverage (minimum amounts of $1,000,000 single occurrence and $1,000,000 in aggregate)

Submitting New Business

New applications can be submitted in the following ways:

- By email to service@aclic.com
- By regular mail to: American Century Life Insurance Company
  1333 W. McDermott Dr. #200, Allen, TX 75013
- By fax to (855) 855-0181
- By uploading to the agent portal or on the website
- By completing the e-app through the agent portal
  - If an e-app includes a transfer and you are not sure the transferring company will accept electronic signatures, make sure to print those pages from the final application, have them signed, and send them to use in one of the above options.

For applications in process:

- Policies are issued daily and mailed to the agent unless otherwise requested.
- Each application is underwritten on an individual basis, and American Century reserves the right to limit or reject any application based on the suitability of the proposed owner(s).
- After sending the transfer-out request to the transferring party, we will follow up every 10 days. For transfers from companies that will only discuss the policy with the agent or the client, we will reach out to the agent or client.
- For qualified policies that require required minimum distributions (RMDs), please request the transferring company to make this distribution prior to the transfer of funds to American Century.

- Policies are issued daily once all required information and the funds are received. Once issued and printed, the agent and upline will receive an email notification that the policy was issued.
- For applications with multiple fund sources, all funds must be received within 90 days. Otherwise, the policy will be issued with the funds received after 90 days from receipt of the application.
- Premium that needs to be refunded will be returned to the party that sent the funds in the same payment method received.

Crediting Rate Changes

- Agents will be notified by American Century via email and on our website when rates are changed. We will make every effort to provide notice of up to two weeks from the time of the announcement to when the changes take effect. However, in some cases a shorter notice period may be required. All effective dates including signature and receipt dates will be clearly communicated. All applications must adhere to all communicated dates in order to receive specified rates.
- Applications will be processed for **up to 45 days** from the effective date of any crediting rate for all applications dated prior to the effective date.
- All applications signed on or after the effective date of a rate change will receive the current crediting rates.
- If the crediting rate increases, all applications received regardless of the date signed will receive the higher crediting rates.

Death Benefits

American Century fixed deferred annuities are owner-based contracts, and the following events will have the described effect:

- Death of owner or joint-owner – The policy will terminate and benefits paid to the beneficiaries once a claim is submitted and approved.
- Spouse as primary beneficiary – The spouse may continue the contract by selecting the spousal continuation option on the claim form.
- Death of annuitant – The owner may name a new annuitant.

Age Considerations

American Century will apply the age in the following ways with respect to the policy:

- Age used for commissions: Owner's age for single owner. If joint owners, the older of the two, if non-natural owner then age of oldest annuitant
- Age used for maturity/issue age: Owner, and if joint then older of the two
- Age used for calculating surrender charges: Owner, and if joint then older of the two

When there are joint owners/annuitants, we assume 50%/50% ownership for tax reporting purposes.

Renewal Procedures

FOR THE AMERICAN FREEDOM MAX GROWTH MYGA

- A renewal options letter will be mailed to the policyowner and emailed to the agent about 45 days prior to the renewal date.
- If no instructions are received from the policyowner or the agent within 30 days prior to the renewal date, the policy will be automatically renewed for another guaranteed period similar in duration to the current guarantee period.
- If the policy owner requests renewal for a different guarantee period, the policy will be renewed to the requested period at the end of the current guarantee period.
- If the policyowner elects to withdraw the funds or transfer to another insurer or financial institutions, those requested will be processed on or after the guarantee period ended within the standard company processing times and once all required documents have been received.

FOR THE AMERICAN SPIRIT SPDA

A letter will be mailed to the client and emailed to the agent 45 days prior to the end of the guaranty period.

The SPDA does not automatically renew; funds become liquid with 2% interest at the end of the guaranty period. To renew for another guaranty term, submit a new application (including a transfer form), and the funds will be rolled over to the new contract on the date the original guaranty period ends.

Annuity Premium Tax

Most states do not charge premium tax on annuity products. However, the following seven states in which American Century offers annuities do charge premium tax in certain situations:

State	Qualified	Non-Qualified
Colorado	0.00%	2.00%
Maine	0.00%	2.00%
Nevada	0.00%	3.50%
Texas	0.04%	0.04%
West Virginia	1.00%	1.00%
Wyoming	0.00%	1.00%

Currently, American Century does not deduct the premium tax amount from the initial premium deposit. Should this change, the premium deposit will be reported at the time premiums are paid for the purchase of the deferred annuity and the premium tax amount will be deducted from the policy owner's account. The full initial premium deposit will be reflected in the contract delivered to the policy owner and the payment of the premium taxes will be reported to the policy owner when the first annual Contract Summary is delivered. Premium tax will be paid to each state by American Century as required by each state's regulations.

Notes:

- California and South Dakota also charge premium tax on annuities, but American Century currently is not licensed and to not offer products in those states.
- Florida charges premium tax on annuities, but grants exemption from the tax if the insurer can show that the savings from the exemption are passed on to the policyowners. American Century passes on the premium tax savings to Florida policy owners; therefore, no premium taxes will be withheld.

Annuity Suitability

Agents are responsible for knowing and following our guidelines and complying with all laws and regulations regarding suitability. We believe agents are in the best position to gather information and make recommendations involving our products, since they have direct contact with clients. It is the agent's responsibility to gather and analyze relevant information. The information gathered by the agents is documented on the Suitability Form submitted with the application. In addition, you should maintain thorough documentation for each sale during the sales process and after the sale is completed, including any sales material reviewed with the client.

Our internal program consists of a front-end suitability analysis review prior to the issuance of each annuity contract. As a result of the Home Office Suitability Form review, we may request additional information or clarification; work with the agent to revise the recommendation; or decline to issue the annuity contract.

Delivery Receipt Requirement

Delivery receipts are required for all policies. The Company requires the return of the signed delivery receipt in all circumstances. Delivery receipts will be included with every annuity contract issued by the Company. Delivery receipts can be sent back using any of the following options:

Mail to: American Century Life Insurance Company
1333 W. McDermott Dr. #200
Allen, TX 75013

Email to: service@aclic.com
Upload to: aclic.com/forms-upload/
Fax to: (855) 855-018155-0181

All Free Look requests MUST be accompanied by a signed delivery receipt (if receipt not previously submitted to the Company). The signed delivery receipt confirms that the policyowner has both received and reviewed the policy in its entirety before deciding to enact the Free Look provision.

Product & Policy Servicing Forms

All product forms are available on the agent portal, which is located on our website. Once logged in, navigate to the Home menu dropdown to locate these forms, which include applications, policy change forms, state specific forms, claim forms and similar documents.

Forms required by existing policyholders are available on our website. Navigate to the Resources section and print the necessary form(s) to make changes to a bank account, policy/contract information, reinstate a life insurance policy, cancel a policy or surrender a contract, change ownership, or file a claim. Once completed, forms can be returned using any of the following options:

Mail to: American Century Life Insurance Company
1333 W. McDermott Dr. #200
Allen, TX 75013

Email to: service@aclic.com
Upload to: aclic.com/forms-upload/
Fax to: (855) 855-0181

State regulations vary regarding the length of time that client files are to be maintained. However, we recommend maintaining all active client files indefinitely and all inactive client files for seven (7) years.

Records should be maintained in accordance with prudent record-keeping practices and in compliance with all federal and state privacy and security standards.

Commissions

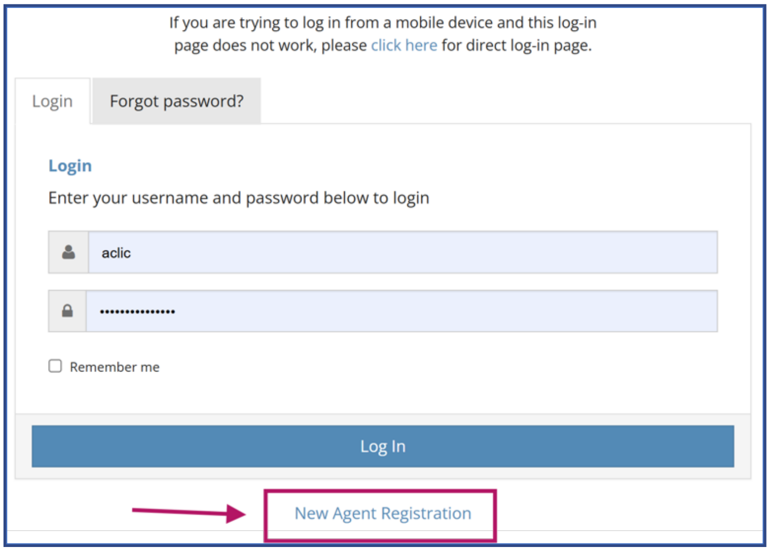
Commissions are paid daily by direct deposit to your designated bank account. Commission is paid on policies issued to the daily commission processing. A statement will be emailed to you with details on the amount paid the next day. There will be no statement is there was no activity generated in your agent account.

At the agent's request, commissions can be paid weekly. In such cases, commissions will be paid on Friday with statements emailed to you by Thursday.

If you have a debit balance on your statement, you will have a three-month grace period to write new business that will generate commission to cover the balance. Remaining balance after the three-month grace period must be made by you immediately directly to American Century. If payment is not received by you (or any applicable upline organization) within 45 days, we may take additional steps to collect the balance due. Chargebacks are applied for death within the first year of the policy or withdrawals within the first year that exceed the free withdrawal amount under the policy.

Agent Portal

The agent portal provides information on your policies with American Century and is also where the electronic application is located. The portal can be accessed from the American Century website.



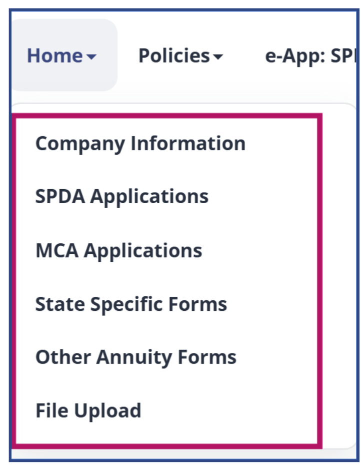
Portal registration

Once appointed with American Century, you can register for the portal. After submitting the registration request, it will be reviewed, and you will receive an email notification upon approval. The user number is your agent number, and you can select your password.

Home page

The home menu dropdown provides access to various documents, including:

- Company information such as the company overview, state availability, and agent field guide.
- MYGA, SPDA and MCA application forms and state variations.
- State specific forms that need to be added to the standard state application package.
- Other annuity forms such as policy change, RMD request, suitability guidelines, and similar, as well as checklists for the completion of applications.



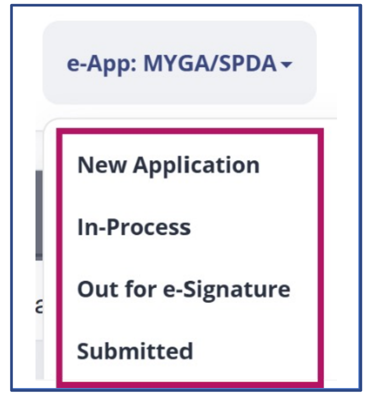
Policies

The dropdown includes information on the application and policies you have written with American Century, including:

- Active policies: This option will list all your active policies and includes an option to view the full information on each policy (including account balance updated daily, beneficiaries, balance for last quarter and year end, distribution). You can also view the full history of each policy and print a statement.

- 60-day maturity: Policies that will reach the end of the guarantee period within the next 60 days.
- Pending applications: Applications that were submitted and are in process to be issued.
- Pending claims: Claims that were received on your policies and are pending completion.

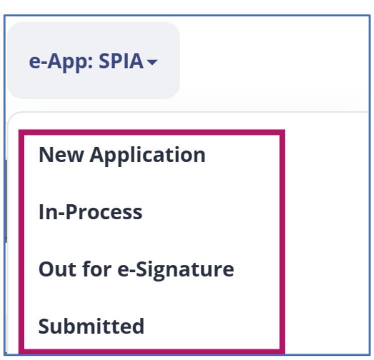
E-APPS: MYGA/SPDA



You can complete and submit electronic applications for our fixed deferred annuities. To do so, complete the following steps.

1. **New application:** To start a new application. Once completed you will have an option to either sign electronically or complete as a pdf, which you can bring to the client for signature.
2. **In-Process:** These are applications that have not been completed yet, and you can:
   a. Edit the application – Make change and resubmit the application for e-signature or generate the pdf application only.
   b. Download application – Download the current draft.
   c. Delete application – Delete the application and it will not be available any longer.
3. **Out for e-signature:** These are applications that were completed and are in the e-signature process:
   a. Download – This will include any e-signatures that were completed.
   b. Cancel e-sign – This will return the application to the draft status and it will show on the In-Process page described above.
   c. Send Reminder – This will email a reminder to the next signer on the application.
   d. Delete – Delete the application; it will not be available any longer.
4. **Submitted:** This page shows all the applications that were previously completed, including applications that were e-signed and applications that were submitted as PDF only for manual signature.
   a. Download – This will download the final application.
   b. Copy – This allows you to copy the application to start a new one. After copying the application, it will show on the In-Process page described above.

Please note that you can also start a new application from the Active policies list. This will bring the policy information we have in the portal into the new application.



E-APPS: SPIA

This includes similar functionality and options as the SPDA/MYGA e-app, but for immediate annuities.

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WWW.ACLIC.COM

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