

Call Center Chronicle



Starting July 31st, the address to mail **ALL** correspondence changed to:
4333 Edgewood Rd NE
Cedar Rapids, Iowa 52499

This will be for Regular mail and Overnight deliveries.

Pro Funds

Remember the Rules! Pro Fund interfund transfer requests should be received by 2 PM Eastern Time to be processed the same day.

- When Early Market Closings occur (when market closes at 1 PM Eastern Time), **requests should be received by 11 AM Eastern Time** to be processed the same day.
- Starting Monday Aug 14th you can move ATSF funds to Pro Funds over the phone. This is per the Supplement and SEC filing (497).
- Any moves from Pro Funds back to ATSF funds **MUST** be sent in writing only - by REGULAR US MAIL.
- This includes total reallocations.

Guaranteed Principal Solution Rider

How does a withdrawal affect the Guaranteed Future Value?

If the Annuity Value is *Greater* than the Guaranteed Future Value (GFV), the

withdrawal will reduce the GFV *dollar for dollar*.

If the Annuity Value is *less* than the GFV, the withdrawal will reduce the Guaranteed Future Value on an *adjusted* basis.

How does a withdrawal affect the values for the 7% and 5% withdrawal options?

The **Minimum Remaining Withdrawal Amount** (MRWA) is reduced *dollar for dollar* if the withdrawal is within the Maximum Annual Withdrawal Amount (MAWA) free amount. The MRWA is reduced on a *total adjusted* amount if the withdrawal is more than the MAWA free amount.

The **Total Withdrawal Base** (TWB) will not be affected if the withdrawal is less than the MAWA. If the withdrawal is more than the MAWA, only reduces by the *excess adjusted* amount.

The **Maximum Annual Withdrawal Amount** (MAWA) is the TWB multiplied by either the 7% "Principal Back" or the 5% "for life" withdrawal option that resets every rider anniversary.

***** Please refer to your cheat sheets for more information.**

ISI New Business

When **ISI new business** is submitted it goes to ISI to review for Suitability prior to being submitted into FMG's AWD. Once approved; it is submitted into the FMG AWD system. This usually takes 24 hours unless there is an outstanding requirement. You will log into AFP AWD and select CUSTSVC LOOKUP.

Once you double click on the icon, change the Business Area to ISI OPS enter information into one of the applicable fields and press Lookup.

This helps us find some of those missing cases prior to being submitted into FMG.

Income Select For Life Rider Info

- The Income Enhancement Benefit portion of this rider is also sometimes called the "Nursing Care Rider."
- If the client is receiving double the withdrawal percentage and decides to upgrade, the existing rider will be canceled and a new rider will start. The client will need to requalify for the 180 day waiting period.
- Payouts as a result of the Income Enhancement benefit will be processed by the Claims department. Customer Service will still service the caller. *Do not transfer to Claims.*
- If the client wants to add one of the features to an existing rider, then the client would need to cancel the existing rider and purchase a new rider with the requested optional features.
- The Total Withdrawal Base is *not* reduced when withdrawals are doubled under the Income Enhancement benefit.
- The TWB is not affected by market fluctuations. However, if the market causes a client's policy value to exceed his TWB, he may be able to lock in the TWB at the higher policy value, thereby locking in a higher income level.
- Upgrades are allowed within 30 days after each rider anniversary. This starts a new rider with its own terms and conditions, including a fee and growth rate which may be higher or lower than is currently offered.
- If the RMD is *greater* than the Minimum Annual Withdrawal Amount, then the *Total Withdrawal Base is reduced dollar for dollar.*

How is the TWB affected when the Income Enhancement Benefit doubles the w/d percentage?

Gross partial withdrawals up to the Maximum Annual Withdrawal Amount (MAWA), which is based on the double withdrawal percentage on the Income Enhancement benefit while a client is in the hospital or nursing facility, will not affect the TWB.

On the Growth Benefit, after 10 years or the first withdrawal, does the fee for this benefit drop off?

The fee on the Growth Benefit will remain on until termination of the rider.

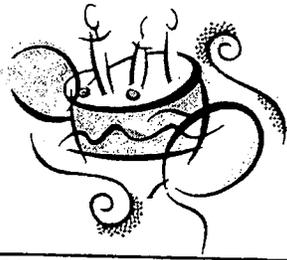
The guaranteed withdrawal percentage is based on the age when the annuitant first begins taking withdrawals, and never changes once withdrawals begin. If the joint life option is selected, the withdrawal percentage is determined by the age of the younger spouse.

Attained Age	Annual Withdrawal %	Annual Withdrawal % with Income Enhancement
59-64	4.5%	9.0%
65-69	5.0%	10.0%
70-74	5.5%	11.0%
75-79	6.0%	12.0%
80-84	6.5%	13.0%
85-89	7.0%	14.0%
90-94	7.5%	15.0%
95+	8.0%	16.0%
(Numbers shown=% of TWB)		

***** Please refer to your cheat sheets for more information.**



Cedar Rapids employees have new phone numbers. You can call into Cedar Rapids by dialing 319-355-XXXX. The last four digits of the new and old phone number match. The old phone numbers will be retired in 2008.



Birthdays:

Damien Hurm:
August 16

Anna Lopez:
August 25

Anniversaries:

Evelyn Bonilla:
August 17, 1998

Leon Bracey:
August 2, 2004

Alison De Marco:
August 12, 2002

Ryan White:
August 15, 2005

Elaine Rider:
September 2, 1986
(Happy 20th Anniversary!)

Terri Zehnder-Lemay:
September 2, 1997

Happy Anniversary!

The Annuities Department would like to welcome the newest members of our team:

First, we would like to welcome **Janet Hartman** back from Illinois. Janet previously worked for AEGON in the Life Insurance Call center, and for IDEX. Although she misses her grandchildren in Illinois, she enjoys working with a great group of people and the benefits of working for a large company.

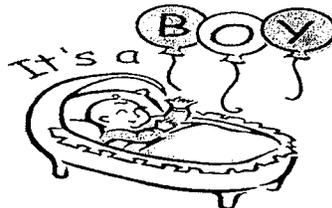
We also welcome our supervisor, **Roman Krupka**. Roman comes to us with a wealth of experience in the call center industry within the financial services field. His experience ranges from on-phone to management and everything else in between. Roman is excited to be here, and looks forward to continuing the excellent standards that have been set. On a personal level, he is involved in officiating youth sports, specifically soccer, softball and baseball.

Karen Litvak previously worked for USAirways as a reservationist for nine years. Karen also served our country in the US Marine Corps for six years, stationed at El Toro, CA working on F-18's. Karen enjoys working with all of the "nice and very helpful" people in the Annuity Call Center.

Matt McLaren comes to us from the field of Student Loan Consolidation. He joined AEGON to establish a long-term career. His favorite thing about AEGON is its professionalism and credibility.

Latrice Smith is the mother of four children from ages 12-18. Her favorite thing about AEGON is the genuine care and concern from the management staff.

James Tharpe recently moved here from Indianapolis. He has previously worked for SAFECO and Charles Schwab. James says that he has enjoyed meeting our staff.



We want to congratulate **Dan Tesar**, who is the proud father of **Carson Kenneth Tesar**, who was born July 14th, weighing 7 pounds, 10 ounces. Congratulations Dan! We would also like to Congratulate Dan for his promotion to the Conservation Department. Dan brings an extensive knowledge of our annuity products and has an excellent relationship with our internal and external customers after nine years of service.