What to Expect During the Electronic Application and Underwriting Process

LIFE | INDEXED UNIVERSAL WITH LONG-TERM CARE

Brighthouse FINANCIAL®

Thank you for considering Brighthouse Financial for your insurance needs. This guide provides a general overview of the application and underwriting process for Brighthouse SmartCare℠. To expedite the process, please follow this guide and have all required information available to reference while you complete the application.

Preparing for the Application

1. Participants Needed for the Electronic Application

Owner

The person, business, trust, or entity with the right to make all decisions regarding the policy.

Proposed Insured

The person to be insured by the proposed coverage. If the Insured becomes eligible for benefits, the Owner will receive the payments. Upon the Insured's death, the named beneficiaries will receive the death benefit.

2. Information Needed for the Application

Owner

- For each beneficiary (both primary and contingent): Name, date of birth, Social Security number/Tax ID, and address
- Name and address of additional designated person to receive lapse notice (if selected)
- Name, Social Security number/Tax ID, and state of residence
- List of any life and/or long-term care insurance policies in force and/or applied for
- Financial information: Household annual income and value of assets
- Green card/visa information and immigration status, if applicable

Proposed Insured

- List of physicians or medical facilities that have treated you in the last 10 years, including addresses and phone numbers
- Names, dosages, length of use, and details about the reason for prescriptions, over-the-counter medicines, or at-home remedies
- Medical history, including any history of alcohol or drug use
- Current and past use of tobacco products
- Driving history
- Name, Social Security number/Tax ID, and state of residence
- List of any life and/or long-term care insurance policies in force and/or applied for
- Financial information: Annual income and net worth
- Green card/visa information and immigration status, if applicable

3. Complete the Electronic Application

Proposed Insured and Owner

The Proposed Insured and Owner (if different) will each receive an email with a link to access an electronic application that will take about 20-40 minutes to complete. The first step is to provide an authorization by electronically signing the HIPAA (or appropriate label) form. Then, after providing responses, electronically sign the application. This will include the Long-Term Care Personal Worksheet, which is required by state law.

Why Do We Need Personal Information?

When people apply for life insurance, they are asking an insurer to assume the risk of loss. The insurer needs to fully understand the risk it is taking to determine the premium needed to insure that risk.

All information gathered by Brighthouse Financial® will be kept confidential. You will receive a copy of the Consumer Privacy Notice during the electronic application process. That form explains how we will obtain, use, and protect your personal information.

Additional Information That May Be Needed:

Every application is different, so your requirements and results may vary from those mentioned here.

Cognitive Screening Interview

If the Proposed Insured is age 66 or over, a cognitive screening telephone interview will be required. Once the electronic application is completed, we will work with the Proposed Insured to schedule the cognitive screening call, which will take about 15 minutes to complete.

Personal Financial Information Supplement

For Proposed Insureds age 66 and over, we may require more detailed financial information pertaining to income sources, assets, liabilities, and expenses.

What Happens After the Electronic Application Is Complete?

Once the application is complete, the information will be used to determine the Proposed Insured's eligibility for coverage. Many factors are considered when evaluating the application. If no additional requirements are needed, a decision will generally be made within 24 hours. For applications that require an Attending Physician Statement, the process can take up to four weeks to complete.

Attending Physician Statement (APS)

We may request additional details from the Proposed Insured's Physician(s) so we can fully understand their current health and medical history. To help speed up the process, the Proposed Insured can authorize us to collect their data, have the contact information for all of their medical providers available, and alert their physician(s) that this request may come. We will request an APS on all Proposed Insureds age 66 and over.

Decision and Delivery

Underwriter Review and Decision

After all requirements are met, the underwriting decision will be communicated to the Owner's financial professional.

Policy Delivery and Confirmation

If the Owner accepts the coverage, a premium payment will be required before we issue the policy. After the premium is received, the Owner will receive an email link to download the policy and electronically sign any applicable delivery requirements. When the Owner receives the policy they should:

- Confirm that all information in the policy, including the application, is accurate. They should alert their financial professional if anything has changed or requires updating.
- Review any amendments to the application (if applicable).
- Review the statements below the "Right to Examine Your Policy" on page 1 of the policy to learn about their rights to return and cancel the policy within a specific time period.
- Sign, date, and return the Policy Receipt and Amendment form, if applicable, and provide the premium payment (if it has not already been paid).
- No Insurance coverage will take effect until a policy is delivered to the Owner, the full first premium is paid, and all applicable delivery requirements are signed and returned to the issuing company. The policy will only take effect at the time it is delivered if (a) the condition of the Proposed Insured's health is the same as stated in the application; and (b) the Proposed Insured has not received any medical advice or treatment from a medical practitioner since the date of the application.

If you have any questions about underwriting or the application process, contact your financial professional.

Brighthouse Financial is the brand name for Brighthouse Life Insurance Company, Brighthouse Life Insurance Company of NY, and New England Life Insurance Company.

Like most insurance policies, Brighthouse Financial policies contain certain exclusions, waiting periods, reductions, limitations, and terms for keeping them in force. Ask your financial professional about costs and complete details. All policies and riders may not be available in all states, at all issue ages, or all rating classes. Ask your financial professional for complete details. Eligibility is subject to underwriting approval.

Brighthouse SmartCare℠, an Indexed Universal Life Insurance Policy on Policy Form ICC18-5-70 and 5-70-18, with a Long-Term Care Acceleration of Death Benefit Rider on Policy Form ICC18-3ACCLTC1 and 3ACCLTC1-18, including the option to elect an Extension of Benefits Rider on Policy Forms ICC18-3EOB1, ICC18-3EOBIC1, or ICC18-3EOBIP1, and 3EOB1-18, 3EOBIC1-18, or 3EOBIP1-18, is issued by, with product guarantees that are solely the responsibility of, Brighthouse Life Insurance Company, Charlotte, NC 28277 ("Brighthouse Financial"). All guarantees, including optional benefits, are subject to the claims-paying ability and financial strength of the issuing insurance company. Brighthouse SmartCare has exclusions, limitations, reduction of benefits, and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, please consult your financial professional.

• Not a Deposit • Not FDIC Insured • Not Insured by Any Federal Government Agency
• Not Guaranteed by Any Bank or Credit Union • May Lose Value

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