

Income Annuity Application Smart Form Advisor Guide

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Introduction

The annuity application process can be a time consuming and complicated endeavor for both advisors and clients alike. An application that contains an error or missing information – a very frequent occurrence – can delay policy issuance.

We want to make it easy for you and your clients to complete this process and help finalize their purchase as soon as possible. That's why we are pleased to introduce the [BMO Insurance Income Annuity Application Smart Form](#) (*Smart Form*) – a new tool designed to simplify the process of purchasing an income annuity.

The Smart Form helps avoid missing information, to ensure smooth processing. And because it guides you through each step – personalized to your client's unique situation – it helps minimize guesswork.

Upon completion, this tool will provide you with an *Application for Income Annuity 348E* in digital PDF format, ready for signatures. Depending on application requirements, the tool will also produce or provide a link to the following forms:

- Income Annuity - Additional Information Form for RPP Funds 778E
- Verification of Identity and Third Party Determination 576E
- Politically Exposed Persons Questionnaire 420E
- Declaration of Tax Residence for Individuals RC518E
- Declaration of Tax Residence for Entities RC519E
- Supplementary Business Activity Questionnaire 575E
- Entity Ownership Form 864E
- Transfer Authorization for Registered and Non-Registered Investments 857E



Frequently Asked Questions (FAQs)

What is the BMO Insurance Income Annuity Application Smart Form?

The [Smart Form](#) is a simple tool with step-by-step instructions to complete an income annuity application with BMO Insurance. The tool is designed to help you avoid missing information and ensure smooth processing of the application.

Once all information is complete in the Smart Form, the tool will generate a pre-populated Income Annuity Application and other required forms in digital PDF format - ready for signatures.

I am unable to complete the Smart Form. Do I have any other options?

Yes, you can submit the fillable PDF version of the [Income Annuity Application 348E](#) form.

What are the eligibility requirements?

The Smart Form is available for all BMO Insurance Income Annuity application types.

However, please note:

- *We will only issue a policy if the Annuitant(s) and Owner qualify as a Canadian resident for tax purposes.*
- *We will not issue an income annuity policy if the premium is non-registered funds, and the annuity type is Life or Joint Life, and the Annuitant has applied for or purchased a life insurance policy within the past six months or intends to apply for one in next six months.*

Can I use the Smart Form without meeting my client in person?

Yes, you can use the Smart Form without meeting your client in person. Signature requirements for the application forms still apply.

What devices can I use to complete the Smart Form?

There are no restrictions on the type of devices which can be used to complete the Smart Form. Ideally, we recommend a touch-enabled iPad, tablet, laptop or personal computer. Of course, other laptops and personal computers can be used. We don't recommend completing the Smart Form on a smartphone due to screen limitations.

Can I skip ahead to other sections?

No, the sections must be completed in the order presented. The Smart Form was specifically designed this way to guide you through each step and avoid missing information.

I can't click the "Next" button to proceed to the next section. Why?

Double check that you have completed all mandatory fields marked with an asterisk (*).

Mandatory fields with missing information will be identified with a red underline.

What if I need help or clarification on a particular field?

We have provided help text for many fields. Simply click on the  symbol next to the field to display the help text.

Can I add additional details or comments that are not specifically requested on the Smart Form?

Of course! In the "Additional Information" tab, you can add in notes regarding special requests, general comments, and additional information.

Can I save and close a partially completed Smart Form?

The Smart Form interface is **not** savable and must be completed in one session, otherwise all progress will be lost.

I've completed the Smart Form and the required pre-populated PDF forms have been generated. What's next?

A zip folder of the pre-populated PDF forms generated from the Smart Form will be downloaded to your device, and stored in your "Downloads" folder, unless specified otherwise.

Links to additional forms that need to be completed (but are not pre-populated) will be listed.

Please review and sign applicable sections of all required forms, and send the completed new business requirements through your MGA by:

- **Mail:** BMO Life Assurance Company, Attention: Annuity Team, 60 Yonge Street, Toronto, M5E 1H5, *or*,
- **Fax:** 1-866-716-8999, *or*,
- **Email:** Insurance.Annuities@bmo.com (*Only TLS approved partners. Contact your MGA for more information*)

How do I make a change after I've completed the Smart Form?

To make a change after completing the Smart Form process, there is no need to start from the beginning. Simply make the change into the respective generated PDF prior to obtaining signatures.

Does the Smart Form support eSignatures?

The Smart Form does not have integrated eSignature capability. However, PDFs created as part of the Smart Form can be electronically signed using one of the following platforms:

- Adobe
- DocuSign
- iGenyPro
- OneSpan



Resources

Access tools and resources to help you place business, answer your questions, and support your clients.

- [Annuities Quickstart Guide](#): Get an overview of all the documentation you need to submit
- [Annuity Product Overview](#): Provides you with a detailed overview of our annuity product features
- [Annuities Infographic](#): Simple high-level overview to share with clients
- [Annuity Client Brochure](#): Provides clients with an easy-to-understand product summary

A full list of forms and materials is available on our [advisor site](#).



? Need help?

If you require technical assistance with the BMO Insurance Income Annuity Application Smart Form process, please contact our Digital Support Team (DST) at Insurance.DST@bmo.com or 1-855-208-3675 from Monday to Friday, 9:00AM - 6:00PM ET.

If you have any questions related to completing the form or have product and policy-specific inquiries, please [contact](#) your regional Business Development team.

Let's connect

To find out more about BMO Insurance products, please call your MGA, contact the BMO Insurance regional sales office in your area or call 1-877-742-5244.



Ontario Region
1-800-608-7303

Quebec - Atlantic Region
1-866-217-0514

Western Region
1-877-877-1272



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