



Mutual of Omaha Insurance Company

3300 Mutual of Omaha Plaza
Omaha, NE 68175
mutualofomaha.com

PRODUCER/AGENT OF RECORD CHANGE REQUEST

Policy Number _____ (For multiple policies, please provide a list)

Policy Owner Name _____

Policy Type () Life () Health () Long Term Care

Service () or () Agent of Record (both Writing & Servicing Agent)

Servicing Agent change only:

New Producer

Name _____

Producer No. _____

Signature _____

Agent of Record change:

Original Writing Producer

Name _____

Producer No. _____

Signature _____

***By signing the above line, you are relinquishing all rights to current and future commissions on this policy.**

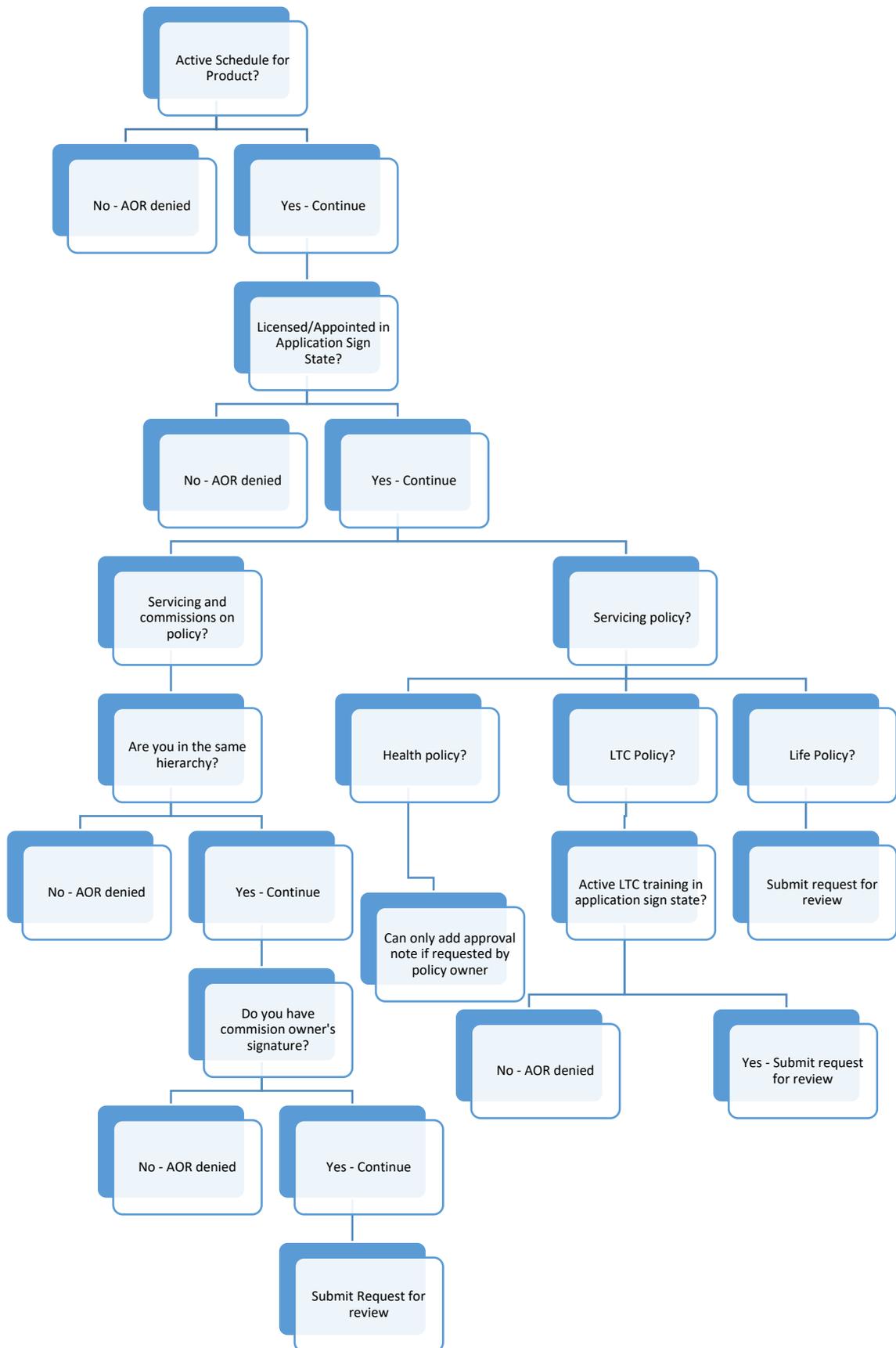
Policy Owner

Name _____

Signature _____

NOTE: This is not intended to include Prescription Drug Plan policies

PRODUCER OF RECORD CHANGE FLOW CHART



*NOTE: This chart is not intended to include Prescription Drug Plan products.

Agent of Record Change FAQs

General Rules

- Any potential producer must be licensed and appointed in the application sign state.
- Any potential producer must have an active schedule and any applicable training for the type of policy they want to become AOR on.
- We cannot cross distribution lines within the company – ex. AOR cannot be changed to an Agent on a Broker sold policy.
- Companies cannot be made AORs. However, we can consider an individual from that company.
- We do not make changes to the broker/dealer (upline) – changes are only considered on a writing agent level.
- For any Block of Business requests, a listing of all policies must be provided to us.
- We cannot process AOR changes on Prescription Drug Plan policies.

Servicing Agent Rules

- [Servicing Agents are allowed to communicate with our company on behalf of a client, but will not receive commissions from Mutual of Omaha on those policies](#)
- We can add Servicing Agents to all Life and LTC policies given that the above rules apply
- Servicing Agents on Health policies cannot be approved. With the policy owner's approval, we can make a note on the account (PLBEI note), but there is no guarantee it will be honored.

Agent of Record Rules

- [Agents of Record will serve as Servicing Agents for the client as well as be eligible to receive commissions on the policies](#)
- Agent of Records can be approved for Health, Life, and LTC policies given the general rules and below rules are met.
 - New AOR must be in the same exact hierarchy as the Original Writing Agent. This is done to ensure commissions can be paid correctly
 - For commissions to pay, the Original Writing Agent must sign the AOR form releasing all rights to current and future commissions on that policy
 - New AOR and Original AOR must have same contract – General Agent to General Agent or Special Agent to Special Agent
 - If AOR is being considered for a Special Agent, we need the commission owner's signature (upline) as well.

AOR Form Contact Information:

Health Policies: ha.service@mutualofomaha.com or Policy Owner Services at 800-775-6000

Life Policies: Mycustomerservice@mutualofomaha.com or Policy Owner Services at 800-775-6000

For questions regarding Long Term Care AORs call Broker Compensation at 800-475-4465.

For questions regarding AORs on Prescription Drug Plans call 855-864-6797.

For questions regarding Contracts/Licensing call Contracting at 800-867-6873.