Underwriting Case Spotlight

Submitted by Paul Holland, Underwriting Consultant, Crump Life Insurance Services

THE CLIENT WAS DECLINED TWICE; I HELPED GET HIM LIFE INSURANCE COVERAGE

Client demographics?
Male, in his 70s, seeking term life insurance. There were several medical concerns for underwriting, including recent syncope (temporary loss of consciousness caused by a fall in blood pressure), and a stomach tumor removed many years ago that may have been malignant for which we had no pathology report.

How did you come upon the case?
I received medical records indicating the client had been declined for life insurance earlier in the year (not through Crump). He was now applying through Crump and a different carrier – he was declined again. The life insurance carrier noted that "he is beyond the maximum Table 2 rating we can consider for an applicant of his age."

Does the carrier comment have anything to do with the current pandemic?
During COVID-19, many carriers placed maximum rate classes at older ages due to elevated perceived risk of complications should people contract the virus.

Did you continue to push the case?
Yes. Although there were some underwriting concerns, overall, the client seemed stable and well-followed by his doctors.

What were his medical issues?
He had a stomach tumor removed in the past which may have been malignant and we had no pathology report. However, this was 12 years prior, and he has had no evidence of disease since. He was noted to have had some recent syncope, however, he improved with a medication change, and cardiac testing showed no evidence of underlying disease. He had diabetes but it was well controlled, and his peripheral neuropathy, though sometimes a complication of poorly controlled diabetes, was actually from a B12 deficiency and stable.

Did you feel an underwriting offer could be made?
Yes, because he seemed stable and well-followed by his doctors and there were plenty of favorable factors; he had a normal build, normal blood pressure, normal labs, and normal cognitive function; he exercised regularly; he was compliant with his doctors' recommendations, and he had a parent who lived to age 92! I discussed my opinion with the carrier underwriter and requested reconsideration in light of all of this. The underwriter reviewed again and an offer of Standard was made.

What made this case unique?
Going from Declined to Standard is a tough sell to make with carriers. This is a good example of how critical it is to have underwriters working for you.



Paul Holland

Underwriting Resources

What Would You Do?

How Well Do You Know Underwriting?

Do You Have a Client Who...

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