

NIGO/WITHDRAWN/DENIED REASONS

Reference Matrix



These reasons will be sent to the producer via email and located on the Aspida portal for producers and admins. Instruction on how to contact Aspida or rectify the NIGO will be included in the email.

Cross Border	NIGO	Withdraw	Denied
	We will be reaching out to you regarding this matter within 24-48 hours.	Client/Producer requested to withdraw application	Information previously requested was not received within 90 days.
			Please contact our agency servicing team for further details.
			Cross border sale is not permitted.
Suitability	NIGO	Withdraw	Denied
	Additional information is needed about income vs living expenses including medical.	Client/Producer requested to withdraw application	Income vs expenses are not suitable.
	Additional information is needed about penalty or charges to obtain funds.		Information previously requested was not received within 90 days.
	Additional information is needed about why the annuity is being purchased.		Rate of return was not suitable.
	We will be reaching out to you regarding this matter within 24-48 hours.		Reason for purchase is not suitable.
			Please contact our agency servicing team for further details.

ASPIDA LIFE INSURANCE COMPANY

2327 Englert Dr. | Durham, NC 27713 | P: 1 (833) 4-ASPIDA | Aspida.com

NIGOMATRIX 0622

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Large Case	NIGO	Withdraw	Denied
	We will be reaching out to you regarding this matter within 24-48 hours.	Client/Producer requested to withdraw application	Information previously requested was not received within 90 days.
			Please contact our agency servicing team for further details.
			Premium amount exceeds allowable limit.
			Reason for purchase is not acceptable .
Owner ID	NIGO	Withdraw	Denied
	Copy of Social Security Card or Tax form AND copy of License, ID, or Passport are required.	Client/Producer requested to withdraw application	Please contact our agency servicing team for further details.
	Copy of Social Security Card or Tax form is required.		Information previously requested was not received within 90 days.
	Copy of License, ID or Passport is required.		Owner information was not able to be verified.
	We will be reaching out to you regarding this matter within 24-48 hours.		

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Joint Owner ID	NIGO	Withdraw	Denied
	Copy of Social Security Card or Tax form AND copy of License, ID, or Passport are required.	Client/Producer requested to withdraw application	Please contact our agency servicing team for further details.
	Copy of Social Security Card or Tax form is required.		Information previously requested was not received within 90 days.
	Copy of License, ID or Passport is required.		Joint Owner information was not able to be verified.
	We will be reaching out to you regarding this matter within 24-48 hours.		
Annuitant ID	NIGO	Withdraw	Denied
	Copy of Social Security Card or Tax form AND copy of License, ID, or Passport are required.	Client/Producer requested to withdraw application	Please contact our agency servicing team for further details.
	Copy of Social Security Card or Tax form is required.		Information previously requested was not received within 90 days.
	Copy of License, ID or Passport is required.		Annuitant information was not able to be verified.
	We will be reaching out to you regarding this matter within 24-48 hours.		
Primary Agent	NIGO	Withdraw	Denied
	n/a	Client/Producer requested to withdraw application	Producer could not be appointed.

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Split Agent 1,2 &3	NIGO	Withdraw	Denied
	n/a	Client/Producer requested to withdraw application	Split Producer could not be appointed.
Owner OFAC	NIGO	Withdraw	Denied
	n/a	Client/Producer requested to withdraw application	Owner did not pass background check.
Joint Owner OFAC	NIGO	Withdraw	Denied
	n/a	Client/Producer requested to withdraw application	Joint Owner did not pass background check.
Annuitant OFAC	NIGO	Withdraw	Denied
	n/a	Client/Producer requested to withdraw application	Annuitant did not pass background check.
POA (additional txt box)	NIGO	Withdraw	Denied
	Affidavit to affirm POA form is required. This can be found on the Producer Portal for download.	Client/Producer requested to withdraw application	Please contact our agency servicing team for further details.
	We will be reaching out to you regarding this matter within 24-48 hours.		Documentation previously requested was not received within 90 days.
	Full legal POA documents are required.		POA holder not authorized to enter into policy.

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Trust (additional txt box)	NIGO	Withdraw	Denied
	Additional Trustee signatures are required.	Client/producer requested to withdraw application	Please contact our agency servicing team for further details.
	We will be reaching out to you regarding this matter within 24-48 hours.		Information in the Trust does not allow for this type of policy
	Full legal trust documents are required.		Trust information previously requested was not received within 90 days.
	Information in the Trust does not match the application		
Entity	NIGO	Withdraw	Denied
	Articles of Incorporation with state of county is required.	Client/Agent requested to withdraw application	Information previously requested was not received within 90 days.
	IRS Certificate of Determination is required.		Please contact our agency servicing team for further details.
	Proof of Existence within the last 6 months is required.		
	We will be reaching out to you regarding this matter within 24-48 hours.		

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Transfer	NIGO	Withdraw	Denied
	Aspida transfer paperwork has not been received.	Client/Agent request to remove transfer	Funds were not received within 90 days.
	Aspida transfer paperwork is incorrect.		Information previously requested was not received within 90 days.
	We will be reaching out to you regarding this matter within 24-48 hours.		Transfer cannot be accepted due to former surrender company rules.
	Surrendering company requires additional document(s) to continue processing.		Transfer cannot be accepted due to inability to be like for like.
	Surrendering company requires client/producer to call to continue processing.		Please contact our agency servicing team for further details.
	Surrendering company requires internal changes be made before processing.		
	Transfer is not like for like.		
	Surrendering company requires wet signature.		