



2024 BROKER REWARDS & BONUSES

Premier Broker Service program

In 2024 you can earn access to Humana's premier service teams exclusively available to top-selling brokers. You'll get to directly connect with teams of hand-selected experts to help you manage your Humana clients, answer questions and address issues.

You can unlock access to one of these service team tiers:

| | Tier 1: Concierge | Tier 2: VIP |
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| What you get: | | |
| Exclusive access to white-glove service from our in-house experts who can answer your day-to-day questions or triage escalated service issues. | <ul style="list-style-type: none">• Single phone number with immediate, no-wait access• Hand-selected service experts with tenured industry experience• 19-year history of making personal connections and creating a highly-valued broker service experience | <ul style="list-style-type: none">• Dedicated single point of contact with 1x1 access to a service expert via direct phone number and email• Prompt resolutions to your questions – generally within two business days |
| Team members with expertise in product, billing & enrollment, web support and more. Plus, we can process claims & eligibility in real-time. | | |
| How to qualify: | | |
| — Place new Group Benefits lines of coverage through one of two options — | | |
| Option 1 | Place \$400,000 of annualized new sales premium in 2024 | Place \$300,000 of annualized new sales premium in 2024 |
| Option 2 | Place \$300,000 of annualized new sales premium in 2024 AND Grow annualized inforce premium* by 20% in 2024 | Place \$200,000 of annualized new sales premium in 2024 AND Grow annualized inforce premium by 20% in 2024 |
| As a contracted Humana broker, you always get access to our award-winning, every-day service. You can call 800-592-3005 or send a secure email to SBMarketSupport@humana.com for a response to your questions within 24 hours. We're at your service year-round! | | |

* Inforce annualized premium will be measured as of 12/31/23 and compare to inforce annualized premium as of 12/31/24.



What brokers are saying about us:

"The [Humana] concierge team is my favorite of any carrier. I know that we will get things resolved quickly and the concierge team puts us at an advantage with competitors."

– Chris Porter, Assured Partners



Provisions below apply to all rewards and benefits described in this flyer:

All lines of coverage are subject to availability by case size and underwriting approval.

Group Benefits Lines of Coverage are: Group vision (including voluntary vision), group dental (including voluntary dental), group term life (including AD&D), group term supplemental life (including AD&D), and group short-term and long-term disability.

All rules and provisions of the Humana Producer Contract and the Producer Partnership Plan remain in full force and effect and apply to the Premier Broker Service program (the “Program”). Humana may modify or terminate the Program at any time without notice. Humana will be the final arbiter of any issues related to the Program.

Producer full disclosure policy: Under applicable law, agents may be required to disclose to the insured or applicant their compensation including base commissions, bonuses, incentives, or other forms of remuneration for which the agent is eligible for the sale or renewal of insurance products.

Individual agents or agencies may be obligated to disclose compensation to clients. Because state laws vary, agents should be aware of and comply with applicable state compensation disclosure requirements. Humana is not responsible for providing legal advice to agents. If an agent has a question or concern regarding his/her state’s compensation disclosure law, he/she should consult a legal advisor.

Confidential and Proprietary Information. For Agent Use Only. Do Not Distribute.

