**Delivery Receipts**

By law, all consumers are given a period of time after purchasing an annuity to review their contract and reflect on their purchase. During this “free-look” period (also called a “right to return” period) if the consumer changes their mind about the purchase, they can return the contract to the insurance company and take back their money.

Generally, this free-look period is between 10 days and 30 days, depending on the product, state of issue, age of consumer, and whether the sale involved a replacement of another insurance product. This free-look period begins to toll on the date the consumer receives the annuity contract (*i.e.*, the date the contract is delivered). If we are unable to prove the client received the contract, the free-look period may stay open for an extended period of time. Therefore, when the contract is delivered to the client, we require a delivery receipt, which serves as proof of delivery.

**Electronic Delivery**

When an agent meets with their client to physically deliver the annuity contract, the client signs a delivery receipt. While there are many benefits to delivering the contract to a client in person, this is not always a feasible option. As a convenience to both agents and clients, American Equity provides the option for contracts to be delivered to clients electronically, through e-mail. Delivering contracts electronically is a secure and efficient way to ensure your clients receive their annuity contract in a timely manner.

During the application process, the client can consent to receiving the final annuity contract in electronic format instead of in paper format. If you are completing the application through our electronic platform, the client will automatically be prompted to consent to electronic delivery. If you are completing a paper application, you can contact our office to receive a copy of the electronic delivery consent form.

If the client elects to receive their contract electronically, they will receive an email from American Equity once their contract has been issued. The email will contain a hyperlink which directs the client to an electronic version of their annuity contract. **This link will remain active for only 7 days**. Therefore, it is very important you instruct your clients to click the link as soon as they receive the email from American Equity. Once the link is clicked, the client will be instructed to review the contract documents and click on the “Approve” button. Once the client clicks “Approve,” American Equity receives an email notification, which serves as proof of contract delivery. The contract is not considered to be delivered (and the free-look period does not begin) until the client clicks the link in their email and approves the contract documents. An additional email containing a PDF of the contract is then sent to the client and the agent. Even when contracts are delivered electronically, we still encourage agents to schedule a time to go over the contract with the client and answer any additional questions.