

## RegEd FAQ'S Carrier-Specific Training

### **Do I need to complete separate training for each carrier that I sell insurance through or each carrier that is listed here?**

Yes. For carrier product training, each carrier, for whom you sell, will determine the required product training for each of their products. The Annuities Training Platform is designed to allow participating carriers to proactively assign the required carrier product training to individual producers.

### **My carrier(s) assigned a bunch of courses to me. Do I have to take them all?**

It depends on the carrier's program. Some carriers have chosen to make their product training courses available to producers so that they can select the products that they sell. Others have assigned only very specific training to producers. The course titles should indicate the products that the training covers. Please consult the materials provided by your carrier. If you think that your carrier has assigned courses in error, please contact your carrier for specific guidance.

### **My carrier or firm gave me a code to enter. What do I do with this?**

You may enter your code by selecting the **Add Product Training** button on the left-hand side of the screen. Once added, the specific carrier and course will automatically appear on the left-hand side of the screen.

### **My carriers' training is not listed when I log in. How do I get them added to this account?**

Carriers supply RegEd with a file of courses which should be assigned to specific producers. If you feel you should be assigned training or need training urgently, please contact the carrier's sales support desk directly for assistance or consult the materials provided to you by the carrier.

**If I take carrier training courses on the Annuities Training Platform, will my broker/dealer be notified?**

Yes. If your broker/dealer is a participating distributor on the ATP, your firm will also be able to see your course completion information.

**Don't see your question listed here? Please contact RegEd's Customer Service team at 800.334.8322, opt. #2, Monday through Friday, 8 am to 8 pm Eastern.**

**Accessing the RegED Website:**

**Website:** <https://secure.reged.com/TrainingPlatform/>

You will need to log into the RegEd website if you have already registered previously with RegEd then log in with your user name and password. Otherwise if you have never used RegEd for training you will need to register and create a profile.

**IRI** Insured Retirement Institute

**RegEd**

Login Email Address: \_\_\_\_\_  
Password: \_\_\_\_\_ **Go**  
 Save User Name  
[Forgot my password?](#)

**TRAINING PLATFORM >>**    **RULES AND REGULATIONS**    **NEWS**    **CONTACT US**    **ABOUT US**

*Welcome to the industry's largest and most comprehensive annuities training platform. Log in now to experience our real-time reciprocity and requirements tracking engine and meet your training requirements today.*

**Participating Carriers**

- Everence
- Forethought Life Insurance Company, A Global Atlantic Company
- Guaranty Income Life Insurance Company
- Jackson National Life Insurance Company
- Jefferson National Life Insurance Company
- Liberty Life Assurance Company of Boston

[Click here for a full list of participating carriers.](#)

Click to enable Adobe Flash Player

**Producers Get Started**

1. [Register online](#) and create a profile.
2. Complete your state-mandated annuity training.
3. Complete Carrier-specific courses as they are assigned to you.

**Other Available CE Courses**

**News**

- RegEd to Participate in Annual NAIC/NIPR Insurance Summit 2019
- RegEd to Sponsor ACLI Compliance & Legal Sections Annual Meeting
- RegEd and IRI Announce Partnership to Deliver Training to Help Industry Professionals Comply With New York Regulation 187

■ Adopted Requirement    ■ Requirement Pending Adoption  
■ No Requirements Pending Adoption

**Download our FAQ here.**

Producers: Contact us at [info@reged.com](mailto:info@reged.com)  
Carriers: Contact us at [sales@reged.com](mailto:sales@reged.com)

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On the home page of the website select enter product code of the left side of the screen

**Producer Status**

**Annuities State Suitability Compliance Summary**

State	Resident?	Requirement Met?	Course Status
Arizona	Yes	Yes	<a href="#">View My Courses</a>

[Manage My State Suitability Requirements](#)

**Carrier-Specific Product Training**

Requirement	Completion Date	Requirement Status
<b>Allianz Life Annuity Product Training</b>		
Fixed - MasterDex 10 Plus Product Training (11ALLIANZ_10)		<a href="#">Go To Requirement</a>
<b>New York Life Product Training</b>		
New York Life Secure Term NVA Fixed Annuity II (11NYL_02)		<a href="#">Go To Requirement</a>
New York Life Guaranteed Future Income Annuity II (11NYL_06)		<a href="#">Go To Requirement</a>
New York Life - Guaranteed Period Income Annuity II (12NYL_01)		<a href="#">Go To Requirement</a>
New York Life - Guaranteed Lifetime Income Annuity II (12NYL_02)		<a href="#">Go To Requirement</a>
New York Life - Clear Income Fixed Annuity - FP Series (14NYL_08)		<a href="#">Go To Requirement</a>
New York Life Secure Term Fixed Annuity II - IOR (15NYL_01)		<a href="#">Go To Requirement</a>
New York Life Secure Term Fixed Annuity V (NYLSTFAN)		<a href="#">Go To Requirement</a>
<b>Ameritas Life Product Training</b>		
Ameritas Fixed Annuity Training effective 5-2015 (11AMERITAS_02)		<a href="#">Go To Requirement</a>
Ameritas Registered Direction Variable Annuity Training effective 1-2016 (16AMERITAS_01)		<a href="#">Go To Requirement</a>
Ameritas Advisor No-Load Variable Annuity Training 1-2016 (16AMERITAS_02)		<a href="#">Go To Requirement</a>
Ameritas Accumulation 7 Index Annuity Training (18AMERITAS_01)		<a href="#">Go To Requirement</a>
Ameritas Income 10 Index Annuity (19AMERITAS_01)		<a href="#">Go To Requirement</a>
Ameritas NY Annuity Training (19AMERITAS_02)		<a href="#">Go To Requirement</a>

You will enter product code and then click on the submit button

**Just-In-Time Product Training**

Please supply the Product Code provided by your carrier below.

After you supply the Product Code your assigned carrier-specific requirement(s) will appear on your Producer Status page to complete. If you do not complete the assigned carrier-specific requirement(s), you may come back and re-enter the Product Code provided at any time to access the requirement(s) again.

Your carrier will be notified of the status of your completion(s).

\*Product Code:

[Submit](#)

Once the product code has been entered and submitted that carrier and that carrier specific product training will be listed on your home page. You may click on the go to requirement to begin your course. Once course is completed you will take the needed testing. Once you complete the training and pass the test it will show a completed status with date.

- Home
- Producer Status
- Enter Product Code
- State Suitability Training
- Optional Insurance CE
- My Certificates
- My Account
- FAQs
- Ameritas Life Product Training
- Athene Product Training
- North American Company for Life & Health Insurance
- New York Life Product Training
- Symetra Life Insurance Company
- Allianz Life Annuity Product Training

Producer Status

Annuitants State Suitability Compliance Summary

State	Resident?	Requirement Met?	Course Status
Arizona	Yes	Yes	<a href="#">View My Courses</a>

[Manage My State Suitability Requirements](#)

Carrier-Specific Product Training

Requirement	Completion Data	Requirement Status
<b>Allianz Life Annuity Product Training</b>		
Fixed - MasterDex 10 Plus Product Training (11ALLIANZ_10)		<a href="#">Go To Requirement</a>
<b>New York Life Product Training</b>		
New York Life Secure Term MVA Fixed Annuity II (11NYL_05)		<a href="#">Go To Requirement</a>
New York Life Guaranteed Future Income Annuity II (11NYL_06)		<a href="#">Go To Requirement</a>
New York Life - Guaranteed Period Income Annuity II (12NYL_03)		<a href="#">Go To Requirement</a>
New York Life - Guaranteed Lifetime Income Annuity II (12NYL_02)		<a href="#">Go To Requirement</a>
New York Life - Clear Income Fixed Annuity - FP Series (14NYL_08)		<a href="#">Go To Requirement</a>
New York Life Secure Term Fixed Annuity II - 10R (15NYL_01)		<a href="#">Go To Requirement</a>
New York Life Secure Term Fixed Annuity V (NYLSTFAV)		<a href="#">Go To Requirement</a>
<b>Ameritas Life Product Training</b>		
Ameritas Fixed Annuity Training effective 5-2015 (11Ameritas_02)		<a href="#">Go To Requirement</a>
Ameritas Registered Direction Variable Annuity Training effective 1-2016 (16AMERITAS_01)		<a href="#">Go To Requirement</a>
Ameritas Advisor No-Load Variable Annuity Training 1-2016 (16AMERITAS_02)		<a href="#">Go To Requirement</a>
Ameritas Accumulation 7 Index Annuity Training (18AMERITAS_01)		<a href="#">Go To Requirement</a>
Ameritas Income 10 Index Annuity (19AMERITAS_01)		<a href="#">Go To Requirement</a>
Ameritas NY Annuity Training (19AMERITAS_02)		<a href="#">Go To Requirement</a>
<b>North American Company for Life &amp; Health Insurance</b>		
NAC Benefitsolutions Series REV 8-17 (15SFGNAC_01)		<a href="#">Go To Requirement</a>
NAC Guarantee Choice MYGA REV 12-18 (15SFGNAC_05)	06/02/2003	Completed
NAC RetireChoice REV 1-19 (15SFGNAC_09)		<a href="#">Go To Requirement</a>
NAC Charter Plus REV 4-17 (15SFGNAC_11)	06/13/2016	Completed
NAC IncomeChoice REV 1-19 (15SFGNAC_13)		<a href="#">Go To Requirement</a>

# Athene Product Training

As part of our strong commitment to producer training, we provide annuity training specific to Athene products in compliance with the NAIC Model Suitability in Annuity Transactions Regulation. All producers in all states selling an Athene annuity are required to complete product specific training prior to solicitation of that product.

Access Product Training » (<https://secure.reged.com/TrainingPlatform/>)

## RegEd Product Codes

Click on the Product Code to copy to your clipboard – once logged into RegEd, you can paste or refer back to this chart:

Athene Product Course	RegEd Product Code / Login
Athene Accumulator <sup>SM</sup> 5, 7	 ACCUM57_2017
Athene Accumulator <sup>SM</sup> 5, 7, 10	 ACCUM5710_2017
Athene Agility <sup>SM</sup> 7	 Agility7_2018
Athene Agility <sup>SM</sup> 10	 Agility10_2018
Athene Agility <sup>SM</sup> 7, 10	 Agility710_2018
Athene Ascent <sup>SM</sup> Pro 7	 PRO7_2017
Athene Ascent <sup>SM</sup> Pro 7, 10	 PRO710_2017
Athene Ascent <sup>SM</sup> Pro Bonus	 PROBO_2017
Athene Protector <sup>SM</sup> 5, 7	 Protect57_2018

Athene Product Course	RegEd Product Code / Login
BalancedChoice® Annuity Elevate	 Athene_2016Ele
Athene BCA 6, 8, 10	 BCA6810_2019
Athene BCA 6, 8, 10, 12	 BCA681012_2019
Athene Velocity	 Velocity_2019
Athene Benefit 10 <sup>SM</sup>	 B10_2014
Athene MaxRate®	 MaxRate_2017
Athene MaxRate® NY	 MaxRateNY_2017
Athene MYG <sup>SM</sup>	 MYG_2016
Athene MYG <sup>SM</sup> NY	 17Athene_02NY
Athene Performance Elite®	 PerformanceElite_2015
Athene SPIA	 SPIA_2016

## Additional training requirements

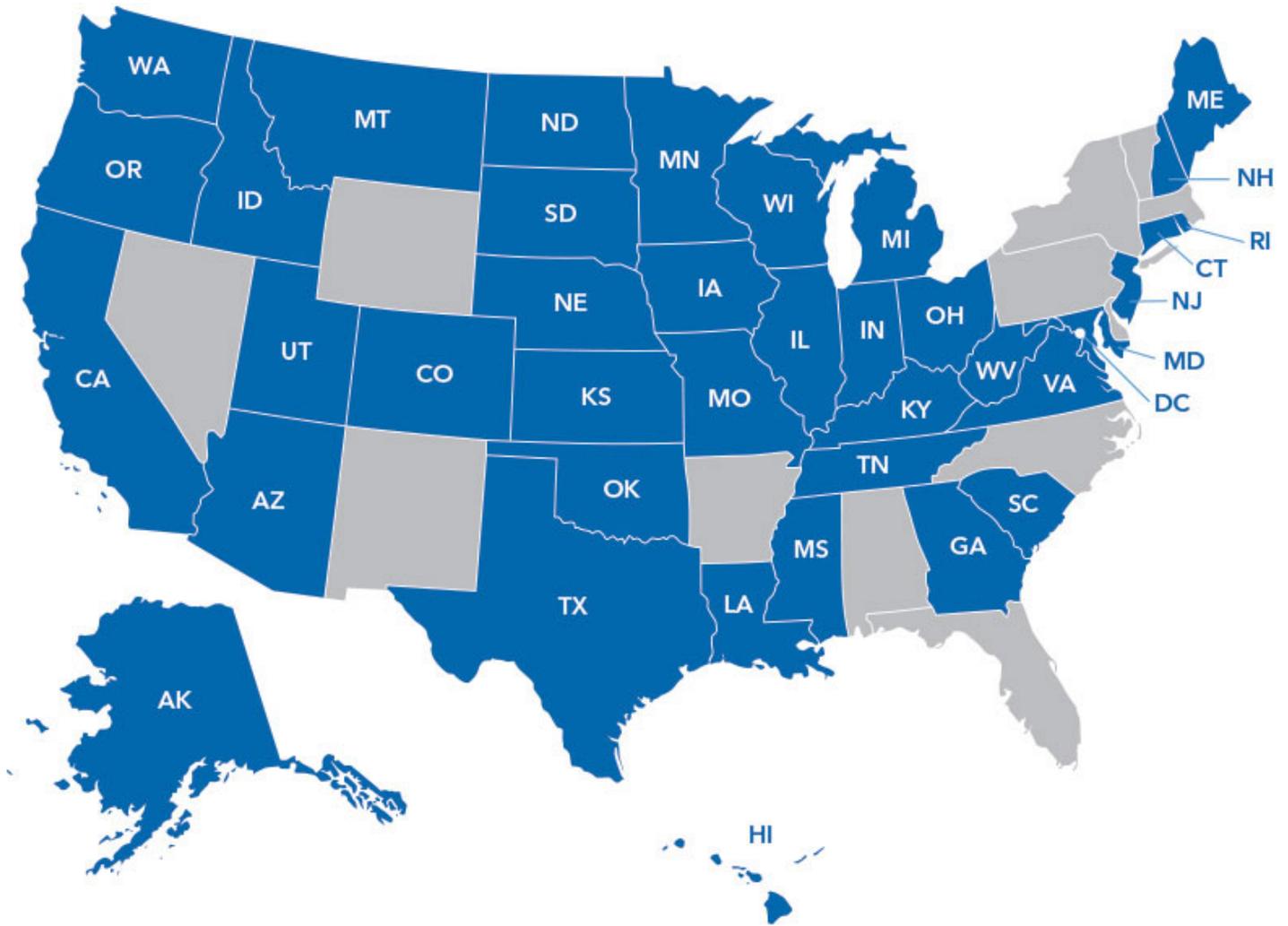
### AML Training

All producers are required to take an Anti-money laundering (AML) course. This course must be completed every two years.

Access AML Training » (<https://aml.limra.com/LimraLogin.aspx>)

### State Required Training

The states in blue below require producers to complete an approved one-time, four-hour annuity training course. This must be completed in addition to the applicable Athene annuity product training course.



■ States requiring the one-time four-hour annuity training course.

\* CA, OK and TX have additional requirements. Please refer to the state's Department of Insurance website for details.

If you have already completed your:

- **AML training** (other than LIMRA) and/or
- **State approved four-hour annuity training** (other than RegEd)

A copy of the course certificate(s) may be faxed or emailed with your agent code to:

#### Athene Licensing Department

☎ 800-531-0038

✉ [contracting@athene.com](mailto:contracting@athene.com) (mailto:contracting@athene.com)

Thank you for your commitment to Athene!

We look forward to continuing to work with you.

**1. Question: How do I print the study guide?**

**Answer:** From your profile page, click on “go to course” for the course you wish to access. You will be taken to the course. At the bottom of the screen, there is a print icon. Clicking this icon will open a new window containing the PDF of the course. The course can be printed from this PDF. NOTE: If you are accessing a course for state continuing education credits, the state you select may have a “closed book” rule; in such case, you can only access the printable study guide AFTER completion of the course. Also, custom courses that are the intellectual property of your firm may not be printable.

**2. Question: Do I have to complete the exam in one sitting?**

**Answer:** No, our course system automatically saves your exam responses. If you are interrupted or simply need to continue on another day, just close out of RegEd. When you log back into your account and re-access the exam, you will be taken to the first unanswered question.

**3. Question: What happens if I get timed out of the exam?**

**Answer:** Exit RegEd. Return to the log-in screen and enter your account and password. Follow your original steps to re-access the course.

If you are still receiving a timed out message, access your internet toolbar. Click on “tools”, then “internet options”. Click on “delete cookies”, then “OK” to “delete all cookies in the temporary internet files folder.” Click on “delete files”, then check “delete all offline content”, then “OK”. Click on “settings”, then select “every visit to the page”, then “OK.” Now, log back into your account and access the exam.

**4. Question: I was timed out of the exam, and the exam reset to the beginning. Do I have to start the exam from the beginning?**

**Answer:** No; your internet settings may need to be changed to find the newest version of stored pages. On your internet toolbar, click on “tools”, then “internet options.” Click on “settings”, and select “every visit to the page.” Then click “ok” to close the internet options box. Log back into your account, and re-access the exam. You should be directed to the first unanswered question in the exam.

**5. Question: Can I bookmark the exam?**

**Answer:** The course system automatically bookmarks each time you leave the exam until completion.

**6. Question: I am certain that one of the answers in the exam is incorrect. Who do I contact?**

**Answer:** Select the email icon located in the lower right of the study guide screen to send your question.

**7. Question: I was taking the exam, and my computer crashed and/or froze up. Will I have to start the exam over from the beginning?**

**Answer:** No, your responses have been stored. Simply re-access your account, and go to the exam. You should be directed to the first unanswered question.

**8. Question: I click on the “take exam” button, and the exam doesn’t open. How do I access the exam?**

**Answer:** You may have a pop-up blocker that prevents the exam from opening. Try holding the control key on your keyboard as you click the exam button. Also, sometimes the exam window will open behind the study guide. Minimize the study guide screen, and see if the exam opened behind it.

**9. Question: I was unable to print my course completion certificate. How do I get my certificate?**

**Answer:** Return to your course profile page, and click on “view completed courses”. You will then be able to print your completion certificate.

**10. Question: Can I print the exam?**

**Answer:** No. You can only view one exam question at a time; you only proceed to the next question by answering the previous one.

**11. Question: Does RegEd notify my broker/dealer that I have completed my course?**

**Answer:** When you complete an internet course, the completion is automatically recorded in our database. Your compliance officer and/or other designated individuals within your firm have access to a report system that runs directly from our database. Your completions are viewed from this report.

**12. Question: I have a question about the course material. Who do I contact?**

**Answer:** Select the email icon located in the lower right of the study guide screen to send your question.

**13. Question: What are the minimum system requirements?**

**Answer:** These requirements may be found at [www.reged.com/faqs](http://www.reged.com/faqs).