

EvolveNXT Agency Administration Guide 2023

Contents

Contents.....	1
Agency Portal.....	2
1 Dashboard.....	2
1.1 (Sample) Individual Widget Descriptions:.....	3
1.1.1 Top Brokers.....	3
1.1.2 Birthdays.....	4
1.1.3 Commission Statement History.....	4
1.1.4 New Enrollments.....	5
1.1.5 Medicare Book of Business.....	5
Side Navigation Menu.....	6
2 Statements.....	6
3 Book of Business.....	8
4 My Downline Brokers.....	9
4.1 Broker Credentials.....	9
4.2 Onboarding Management.....	9
4.2.1 AGENCY PORTAL STEPS-Create Individual Invite.....	9
4.2.2 Agency Onboarding-Broker Steps.....	12
4.2.3 Broker Hierarchies.....	21
5 My Credentials.....	22
5.1 My Certification Cases.....	22
5.2 Manage My Licenses.....	22
5.3 My Status and Credentials.....	23
6 My Documents.....	24
7 My Account.....	25
7.1 My Principals.....	25
7.2 Payee Info.....	25
7.3 My Hierarchy Info.....	26
8 Workflows.....	27
9 Scheduled Reports.....	28

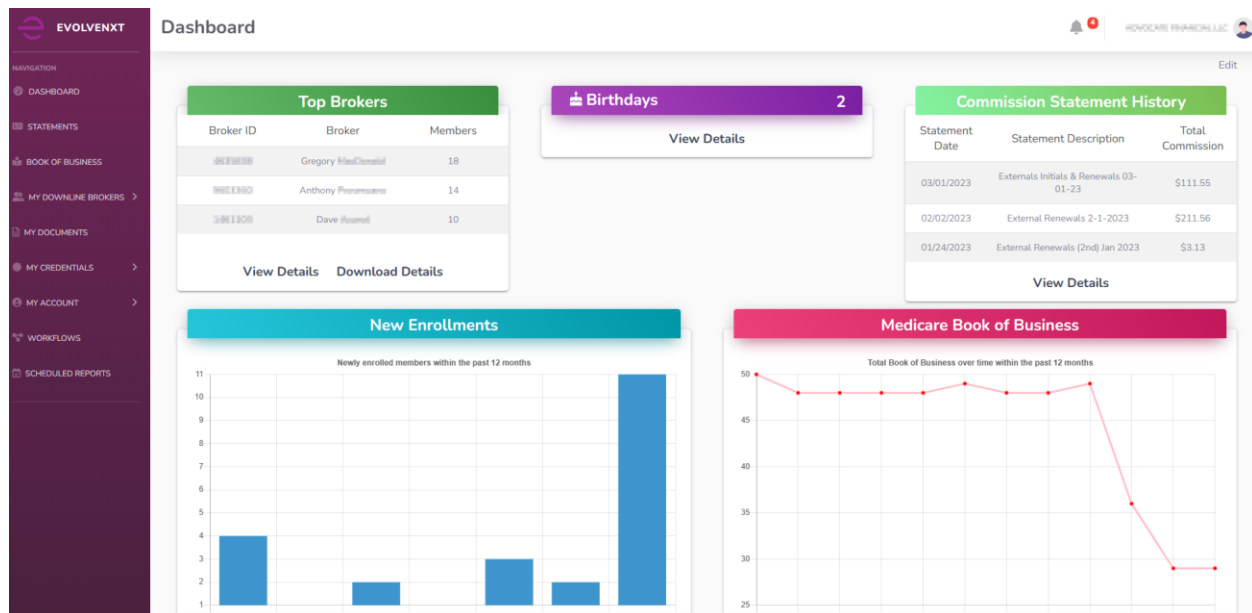
EvolveNXT Agency Portal: Dashboard

Agency Portal

The Agency Portal displays all the information about the agency's downline brokers, providing accurate, current data on membership enrollment. Additionally, agencies can also use the portal for managing communications between the carrier and the brokers. All of the items in the portal are accessible through the left side menu, but you may configure commonly used analytics and shortcuts as widgets in the dashboard.

1 Dashboard

When you log into the Portal, you are directed straight to your dashboard. Some of the more popular widgets used by health plans are shown in the screenshot below:

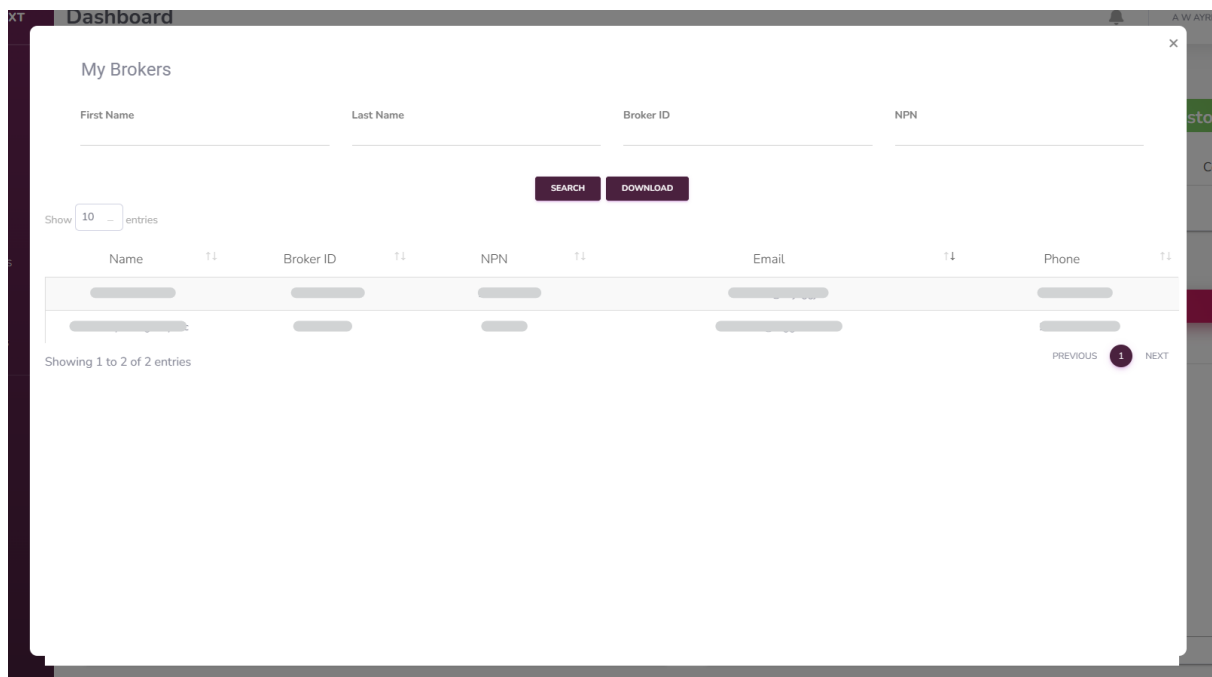


1.1 (Sample) Individual Widget Descriptions:

1.1.1 Top Brokers

Top Brokers		
Broker ID	Broker	Members
100006	[REDACTED]	25
129643	[REDACTED]	8
99974	[REDACTED]	7
View Details Download Details		

Gives you a list of all the agency's top performing brokers. Clicking on "View Details" takes you to the following screen, which can also be downloaded as an Excel spreadsheet:



Dashboard

My Brokers

First Name Last Name Broker ID NPN

SEARCH DOWNLOAD


Show 10 entries

Name	Broker ID	NPN	Email	Phone
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Showing 1 to 2 of 2 entries

PREVIOUS 1 NEXT

1.1.2 Birthdays

 Birthdays
 125

View Details

This widget can be configured to show brokers with upcoming birthdays

1.1.3 Commission Statement History

Commission Statement History

Statement Date	Statement Description	Total Commission
02/13/2023	Statements	(\$50.00)
02/09/2023	February Statements	\$26,603.49
01/04/2023	January Statements	\$70,913.95

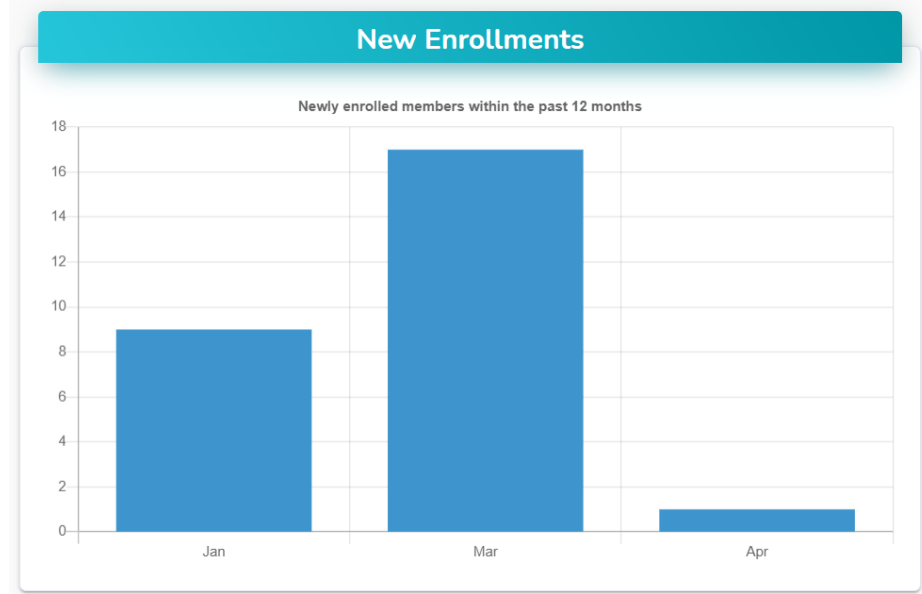
View Details

Displays the most recent statements in the dashboard, clicking on “View Details” will take you to the following screen. (Also accessible from “Statements” tab in the left-hand menu)

Commission Statement History

	Statement Number	Statement Date	Payee	Transactions	Credits	Debits	Balance	Amount	Check Date	Amount Paid
View	39	06/27/2022		2,165	\$9,358.50	\$-300.00	\$0.00	\$9,058.50		0.00
View	1295	07/15/2022		2,851	\$13,089.58	\$0.00	\$0.00	\$13,089.58		0.00
View	90438	08/10/2022		3,249	\$12,037.67	\$-2,464.58	\$0.00	\$9,573.08		0.00
View	90638	09/01/2022		3,220	\$12,750.75	\$-1,658.33	\$0.00	\$11,092.42		0.00
View	90962	10/01/2022		2,097	\$10,515.42	\$-1,062.50	\$0.00	\$9,452.92		0.00
View	91061	11/01/2022		5,805	\$19,000.58	\$-1,554.35	\$0.00	\$17,446.23		0.00
View	91326	12/04/2022		10,008	\$25,725.83	\$-1,693.75	\$0.00	\$24,032.08		0.00
View	91714	01/04/2023		23,608	\$79,878.53	\$-8,964.58	\$0.00	\$70,913.95		0.00
View	93265	02/09/2023		6,035	\$27,724.34	\$-1,120.85	\$0.00	\$26,603.49		0.00
View	93648	02/13/2023		2	\$0.00	\$-50.00	\$0.00	\$-50.00		0.00

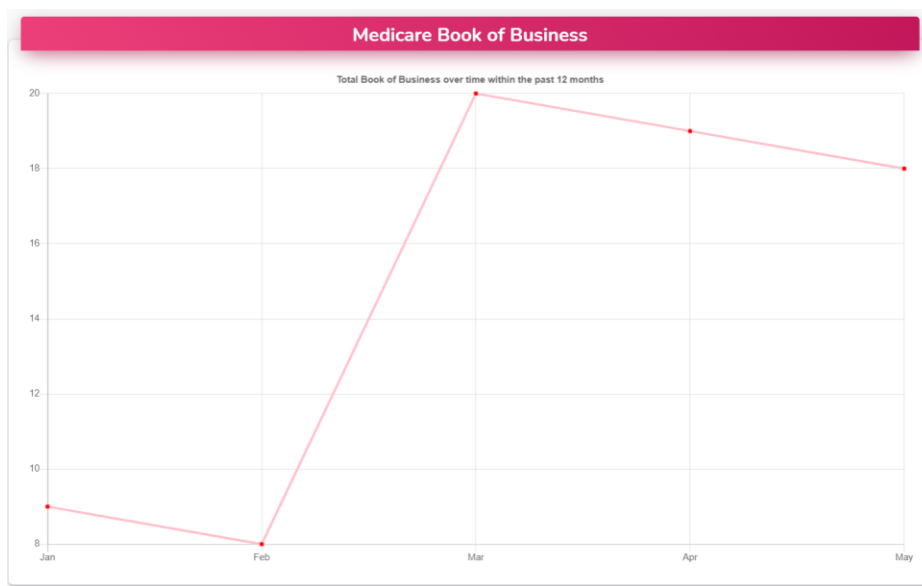
1.1.4 New Enrollments



Displays new enrollments over the past year

1.1.5 Medicare Book of Business

View total book of business within the last 12 months.



EvolveNXT Agency Portal: Side Navigation Menu

Side Navigation Menu

From the left-hand Navigation Menu, agencies can view statements, search enrollments in your book of business, onboard brokers, access documents & resources, view the agency credentials.

Lastly, you can view that your onboarding case was approved and start your recertification when applicable under Onboarding.

2 Statements

If you are either Direct or Downline Only, you will receive statement information in your portal. Once a statement is published, a new row with all details pertaining to that specific payment will be displayed. The Statement Date (Stmt Date) corresponds with the payment date.

NOTE: If you are receiving or have received payment via paper check, you will have an additional field, "Chk#"

Commission Statement History

	Statement Number	Statement Date	Payee	Transactions	Credits	Debits	Balance	Amount	Check Date	Amount Paid
View	39	06/27/2022		2,165	\$9,358.50	\$-300.00	\$0.00	\$9,058.50		0.00
View	1295	07/15/2022		2,851	\$13,089.58	\$0.00	\$0.00	\$13,089.58		0.00
View	90438	08/10/2022		3,249	\$12,037.67	\$-2,464.58	\$0.00	\$9,573.08		0.00
View	90638	09/01/2022		3,220	\$12,750.75	\$-1,658.33	\$0.00	\$11,092.42		0.00
View	90962	10/01/2022		2,097	\$10,515.42	\$-1,062.50	\$0.00	\$9,452.92		0.00
View	91061	11/01/2022		5,805	\$19,000.58	\$-1,554.35	\$0.00	\$17,446.23		0.00
View	91326	12/04/2022		10,008	\$25,725.83	\$-1,693.75	\$0.00	\$24,032.08		0.00
View	91714	01/04/2023		23,608	\$79,878.53	\$-8,964.58	\$0.00	\$70,913.95		0.00
View	93265	02/09/2023		6,035	\$27,724.34	\$-1,120.85	\$0.00	\$26,603.49		0.00
View	93648	02/13/2023		2	\$0.00	\$-50.00	\$0.00	\$-50.00		0.00

Commission Statement History

	Statement Number	Statement Date	Payee	Transactions	Credits	Debits	Balance	Amount	Check Date	Amount Paid
View	39	06/27/2022	[REDACTED]	2,165	\$9,358.50	\$-300.00	\$0.00	\$9,058.50		0.00
View	1295	07/15/2022	[REDACTED]	2,851	\$13,089.58	\$0.00	\$0.00	\$13,089.58		0.00
View	90438	08/10/2022	[REDACTED]	3,249	\$12,037.67	\$-2,464.58	\$0.00	\$9,573.08		0.00
View	90638	09/01/2022	[REDACTED]	3,220	\$12,750.75	\$-1,658.33	\$0.00	\$11,092.42		0.00
View	90962	10/01/2022	[REDACTED]	2,097	\$10,515.42	\$-1,062.50	\$0.00	\$9,452.92		0.00
View	91061	11/01/2022	[REDACTED]	5,805	\$19,000.58	\$-1,554.35	\$0.00	\$17,446.23		0.00
View	91326	12/04/2022	[REDACTED]	10,008	\$25,725.83	\$-1,693.75	\$0.00	\$24,032.08		0.00
View	91714	01/04/2023	[REDACTED]	23,608	\$79,878.53	\$-8,964.58	\$0.00	\$70,913.95		0.00
View	93265	02/09/2023	[REDACTED]	6,035	\$27,724.34	\$-1,120.85	\$0.00	\$26,603.49		0.00
View	93648	02/13/2023	[REDACTED]	2	\$0.00	\$-50.00	\$0.00	\$-50.00		0.00

If you are receiving ACH payments, you will be able to track payment status via the “Pmt Status” Column, there are four potential statuses:

1. Payment Sent – this means the payment file has been sent to the bank. Payment will remain in this status for up to two weeks, pending any return files.
2. Payment Confirmed – this means there were no return files from the bank, payment is considered deposited.
3. Returned – [with Return Reason] – This means the bank has sent the payment back to Zing! and you are required to update your ACH information to receive payment. You will receive an email and portal notification every time you have a returned payment. Some examples of Return Reasons are: ‘Invalid Account Number’, ‘Invalid Routing Number’, or ‘Account Closed’
4. Payment Resent – This means you have updated your ACH information via your portal and the payment file has been resent to the bank for payment.

Resent payments are processed every Friday for payment the following Friday. Expect to receive your payment two weeks after you have made your ACH updates

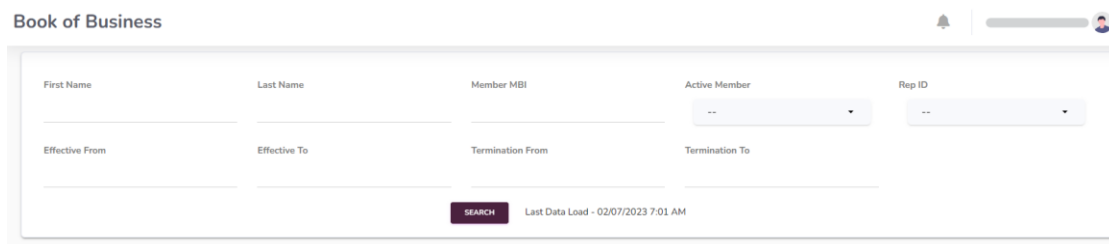
By clicking “View” to the left of a Statement for a given date, you will be able to see the details of the members that were paid out and download a PDF or Excel of the statement in the top left corner

3 Book of Business

The Book of Business tab will display all members where you are the broker of record.

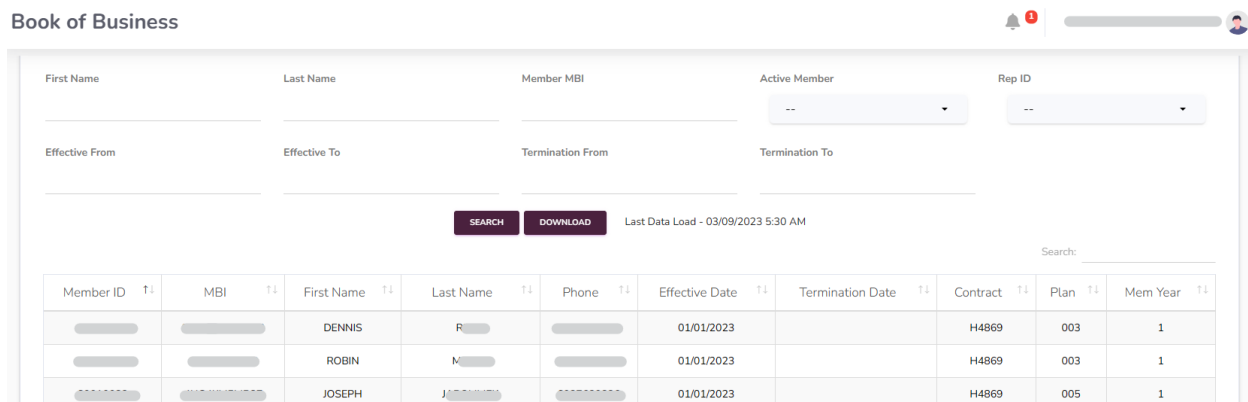
Enter one of the below filters to look for a specific member, or search for members by category. Once the search criteria is entered, select 'Search' to generate results. Select 'Download' at any time to export your Book of Business into Excel.

Search Screen:



Once you select the 'Search' button, the member information related to the search criteria will be displayed. From the screen below you can navigate through the list of members or download to CSV file for additional member information. You can also use the open text 'Search' at the top right to search among search results, Book of Business download provides additional information about your members,

Search Results Screen:

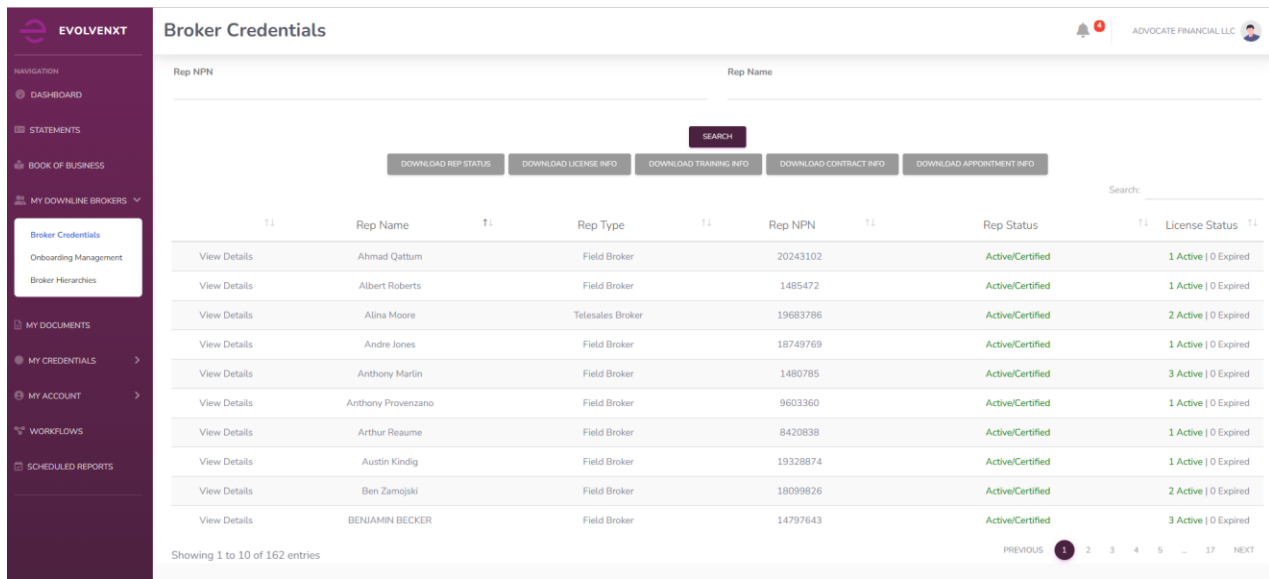


Member ID	MBI	First Name	Last Name	Phone	Effective Date	Termination Date	Contract	Plan	Mem Year
		DENNIS	R		01/01/2023		H4869	003	1
		ROBIN	M		01/01/2023		H4869	003	1
		JOSEPH	J		01/01/2023		H4869	005	1

4 My Downline Brokers

This tab covers three critical functions for the agency: tracking downline agents' ready-to-sell status, onboarding new brokers, and managing broker hierarchies based on broker sub types.

4.1 Broker Credentials



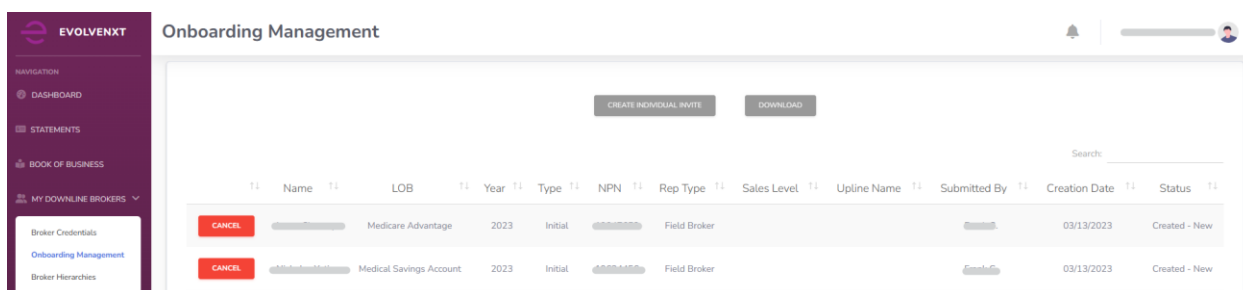
The screenshot shows the 'Broker Credentials' page in the EvolveNXT system. The left sidebar contains navigation links: DASHBOARD, STATEMENTS, BOOK OF BUSINESS, MY DOWNLINE BROKERS (selected), MY DOCUMENTS, MY CREDENTIALS, MY ACCOUNT, WORKFLOWS, and SCHEDULED REPORTS. The main content area has a search bar and a table of broker credentials. The table columns are: Rep NPN, Rep Name, Rep Type, Rep NPN, Rep Status, and License Status. The table lists 10 brokers, each with a 'View Details' link. Below the table, it says 'Showing 1 to 10 of 162 entries' and has pagination controls.

Rep NPN	Rep Name	Rep Type	Rep NPN	Rep Status	License Status
20243102	Ahmad Qattum	Field Broker	20243102	Active/Certified	1 Active 0 Expired
1495472	Albert Roberts	Field Broker	1495472	Active/Certified	1 Active 0 Expired
19683786	Alina Moore	Telesales Broker	19683786	Active/Certified	2 Active 0 Expired
18749769	Andre Jones	Field Broker	18749769	Active/Certified	1 Active 0 Expired
1480785	Anthony Martin	Field Broker	1480785	Active/Certified	3 Active 0 Expired
9603360	Anthony Provenzano	Field Broker	9603360	Active/Certified	1 Active 0 Expired
8420838	Arthur Resume	Field Broker	8420838	Active/Certified	1 Active 0 Expired
19328874	Austin Kindig	Field Broker	19328874	Active/Certified	1 Active 0 Expired
18099826	Ben Zamejski	Field Broker	18099826	Active/Certified	2 Active 0 Expired
14797643	BENJAMIN BECKER	Field Broker	14797643	Active/Certified	3 Active 0 Expired

4.2 Onboarding Management

4.2.1 AGENCY PORTAL STEPS-Create Individual Invite

In the left-hand navigation pane, go to 'Onboarding Management' then, click on 'Create Individual Invite' to begin the onboarding process. You can also click on the 'Download' button to download a csv list of brokers in the onboarding queue:



The screenshot shows the 'Onboarding Management' page in the EvolveNXT system. The left sidebar contains navigation links: DASHBOARD, STATEMENTS, BOOK OF BUSINESS, MY DOWNLINE BROKERS (selected), MY DOCUMENTS, MY CREDENTIALS, MY ACCOUNT, WORKFLOWS, and SCHEDULED REPORTS. The main content area has a search bar and a table of onboarding invites. The table columns are: Name, LOB, Year, Type, NPN, Rep Type, Sales Level, Upline Name, Submitted By, Creation Date, and Status. The table lists 2 invites, each with a 'CANCEL' button. Below the table, it says 'Showing 1 to 2 of 2 entries' and has pagination controls.

Name	LOB	Year	Type	NPN	Rep Type	Sales Level	Upline Name	Submitted By	Creation Date	Status
CANCEL	Medicare Advantage	2023	Initial	00000000	Field Broker				03/13/2023	Created - New
CANCEL	Medical Savings Account	2023	Initial	00000000	Field Broker				03/13/2023	Created - New

Create New Onboarding Case

Onboarding Type *

INITIAL

LoB *

ZING - MA

Onboarding Type *

FIELD BROKER

Sub Type *

DOWNLINE ONLY

Sales Level *

AGENT - 01

NPN *

Email *

Immediate Upline *

CHANGE NEXT UPLINE

CREATE CASE

Sub Type Description

×

- **Downline Only** - Broker has an upline, broker receives their own commissions.
- **Licensed Only Agent** - Broker has an upline, commissions are assigned to this upline. Broker does not own the book of business.
- **Dual Assignment** - Broker has an upline, commissions are assigned to this upline.
- **Principal - Selling** - Selling Principal of an Agency
- **Principal - Non Selling** - Non Selling Principal of an Agency

After clicking on 'Create Case' at the bottom of the form, you will receive the following confirmation:

Immediate Upline *
HEALTH INSURANCE ASSOCIATES LLC

CHANGE NEXT UPLINE

Onboarding Case Successfully Created

CLOSE

The case will also appear in the 'Onboarding Management' Dashboard:

Onboarding Management

CREATE INDIVIDUAL INVITE DOWNLOAD

	Onboarding Name	Year	Type	NPN	Sales Level	Affiliated Agency/Team	Submitted By	Creation Date	Status
CANCEL	Jerry McMahan	2023	Initial	8474746	Agent - 01	HEALTH INSURANCE ASSOCIATES LLC	Christoforakis, Constantine	03/14/2023	Created - New

In the last admin step, an email is sent to the prospective agency- the email will look like this:

Evolve Agent Contracting Registration

Donotreply
 To: [redacted]

📄 Reply 📄 Reply All ➔ Forward ⋮

Mon 3/13/2023 11:00 AM

Dear [redacted],

We're delighted to inform you that Zing has authorized the submission of your contract with Evolve to market our Medicare Plans. If you have any questions, please contact your recruiting agency.

To facilitate your contracting process, please use the URL and login below to provide the information needed to initiate your request:

URL: <https://zing.sb.evolveNxt.com/login.htm>

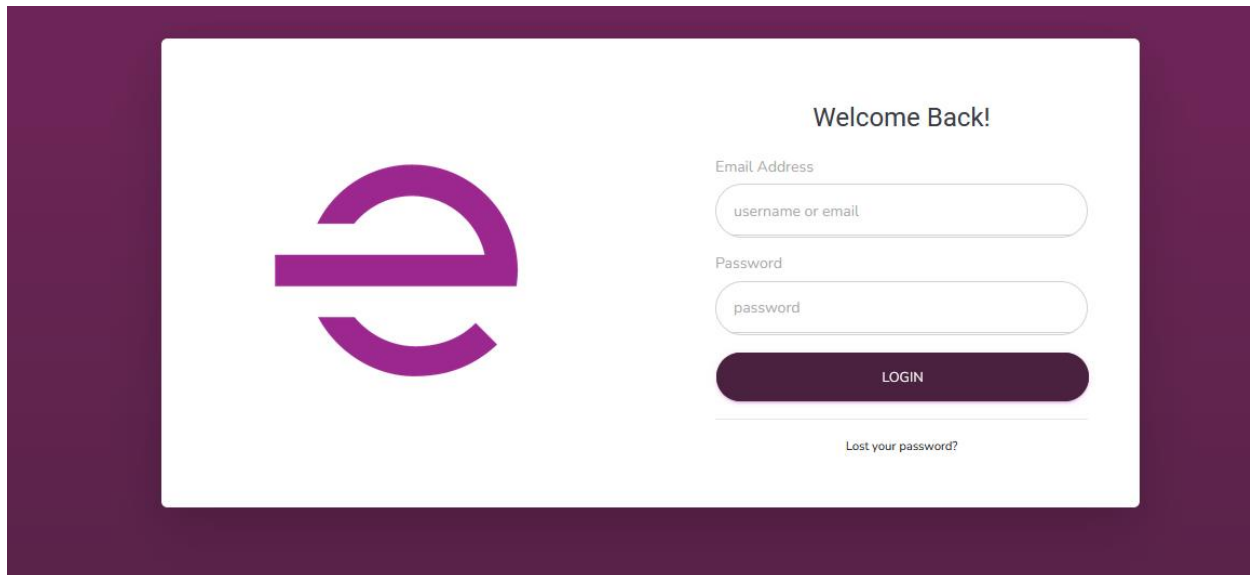
Please use your current Evolve NXT login and password.

If you do not remember or lost your password, you can reset it on the login page.

Thank you,
 Agent Contracting Department

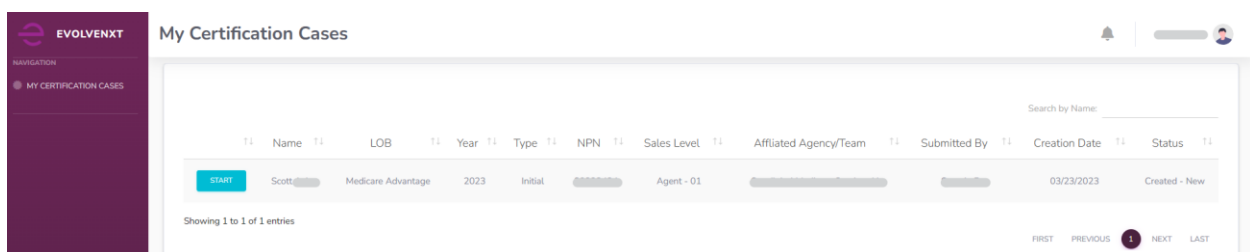
4.2.2 Agency Onboarding-Broker Steps

You will then navigate to the site with the credentials in the email:



The login page features a large purple 'e' logo on the left. On the right, the heading 'Welcome Back!' is displayed above two input fields: 'Email Address' (containing 'username or email') and 'Password' (containing 'password'). Below these fields is a dark purple 'LOGIN' button. At the bottom, there is a link that says 'Lost your password?'.

Once logged in, the broker will be able to onboard by clicking the “Start” button.



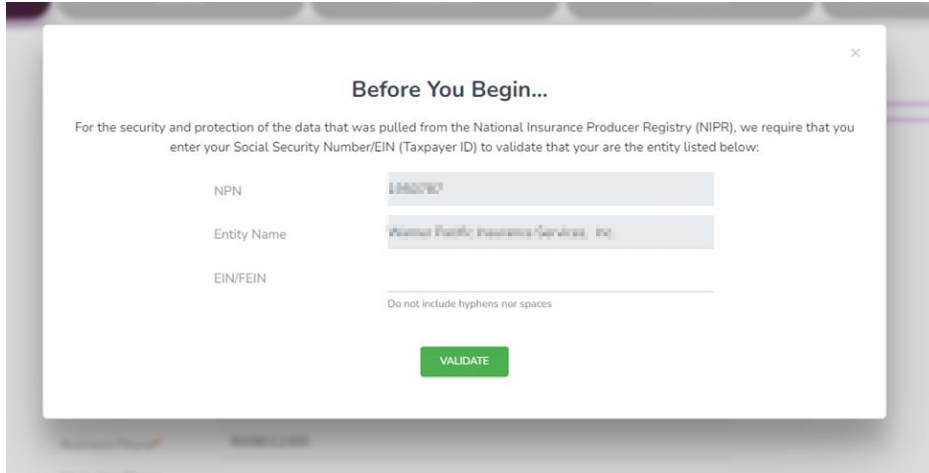
The dashboard shows a sidebar with the 'EVOLVENXT' logo and a 'NAVIGATION' menu where 'MY CERTIFICATION CASES' is selected. The main content area is titled 'My Certification Cases' and includes a search bar labeled 'Search by Name:'. Below the search bar is a table with the following columns: Name, LOB, Year, Type, NPN, Sales Level, Affiliated Agency/Team, Submitted By, Creation Date, and Status. A 'START' button is positioned to the left of the first row in the table.

Name	LOB	Year	Type	NPN	Sales Level	Affiliated Agency/Team	Submitted By	Creation Date	Status
Scott	Medicare Advantage	2023	Initial	00000000	Agent - 01			03/23/2023	Created - New

Showing 1 to 1 of 1 entries

Navigation links: FIRST, PREVIOUS, 1, NEXT, LAST

Prior to starting the onboarding process, the agency will be prompted to provide a tax ID number.



If this NPN+ tax ID combination is incorrect, you will receive an error message stating the following:

“If your NPN and SSN do not match, please contact a Zing Administrator _____”

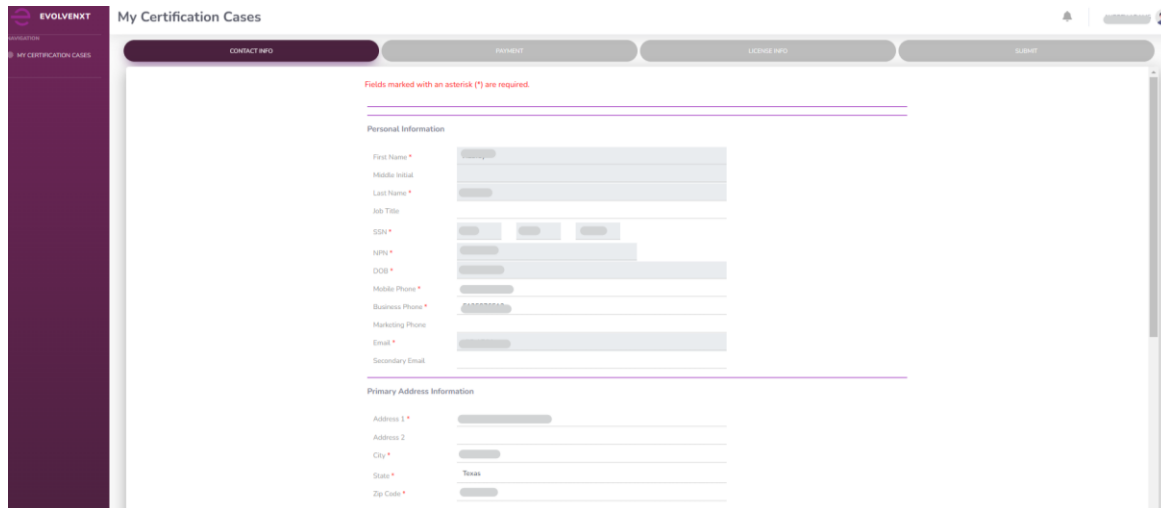
Other possible error messages include:

NIPR related error

No Resident Licenses Found

NPN is already in use

Verify and fill in appropriate information in the 'Contact Info' Tab and then click the "Continue" button.



EVOLVENXT My Certification Cases

CONTACT INFO | PAYMENT | LICENSE INFO | SUBMIT

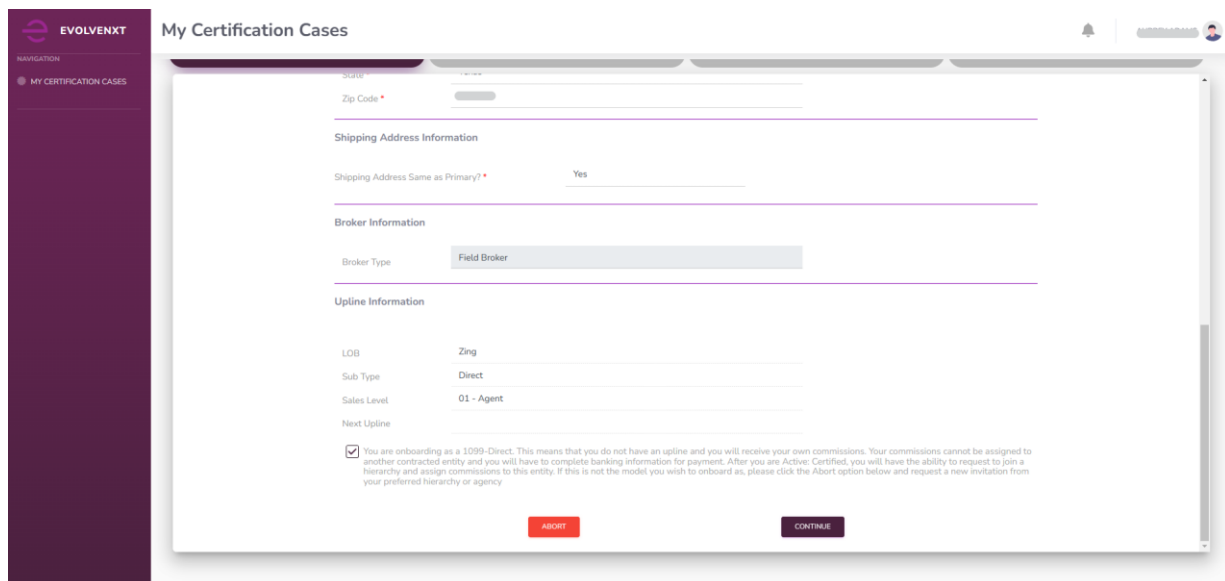
Fields marked with an asterisk (*) are required.

Personal Information

First Name *
 Middle Initial
 Last Name *
 Job Title
 SSN *
 NPI *
 DOB *
 Mobile Phone *
 Business Phone *
 Marketing Phone
 Email *
 Secondary Email

Primary Address Information

Address 1 *
 Address 2
 City *
 State *
 Zip Code *



EVOLVENXT My Certification Cases

CONTACT INFO | PAYMENT | LICENSE INFO | SUBMIT

Zip Code *

Shipping Address Information

Shipping Address Same as Primary? * Yes

Broker Information

Broker Type Field Broker

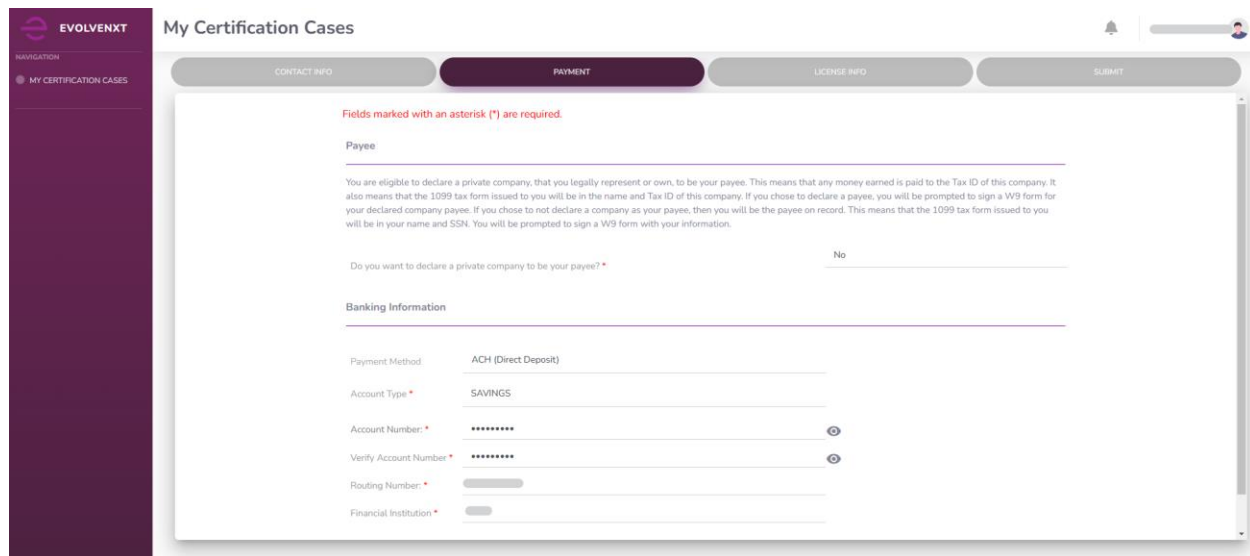
Upline Information

LOB Zing
 Sub Type Direct
 Sales Level 01 - Agent
 Next Upline

☒ You are onboarding as a 1099-Direct. This means that you do not have an upline and you will receive your own commissions. Your commissions cannot be assigned to another contracted entity and you will have to complete banking information for payment. After you are Active/Certified, you will have the ability to request to join a hierarchy and assign commissions to this entity. If this is not the model you wish to onboard as, please click the Abort option below and request a new invitation from your preferred hierarchy or agency.

ABORT CONTINUE

You are then taken to the next tab “Payment” to fill in financial information, and to answer some questions about the business structure if the payee is a corporation– after completing all the questions, click the “Continue” button.



My Certification Cases

NAVIGATION
● MY CERTIFICATION CASES

CONTACT INFO PAYMENT LICENSE INFO SUBMIT

Fields marked with an asterisk (*) are required.

Payee

You are eligible to declare a private company, that you legally represent or own, to be your payee. This means that any money earned is paid to the Tax ID of this company. It also means that the 1099 tax form issued to you will be in the name and Tax ID of this company. If you chose to declare a payee, you will be prompted to sign a W9 form for your declared company payee. If you chose to not declare a company as your payee, then you will be the payee on record. This means that the 1099 tax form issued to you will be in your name and SSN. You will be prompted to sign a W9 form with your information.

Do you want to declare a private company to be your payee? *

Banking Information

Payment Method: ACH (Direct Deposit)

Account Type * SAVINGS

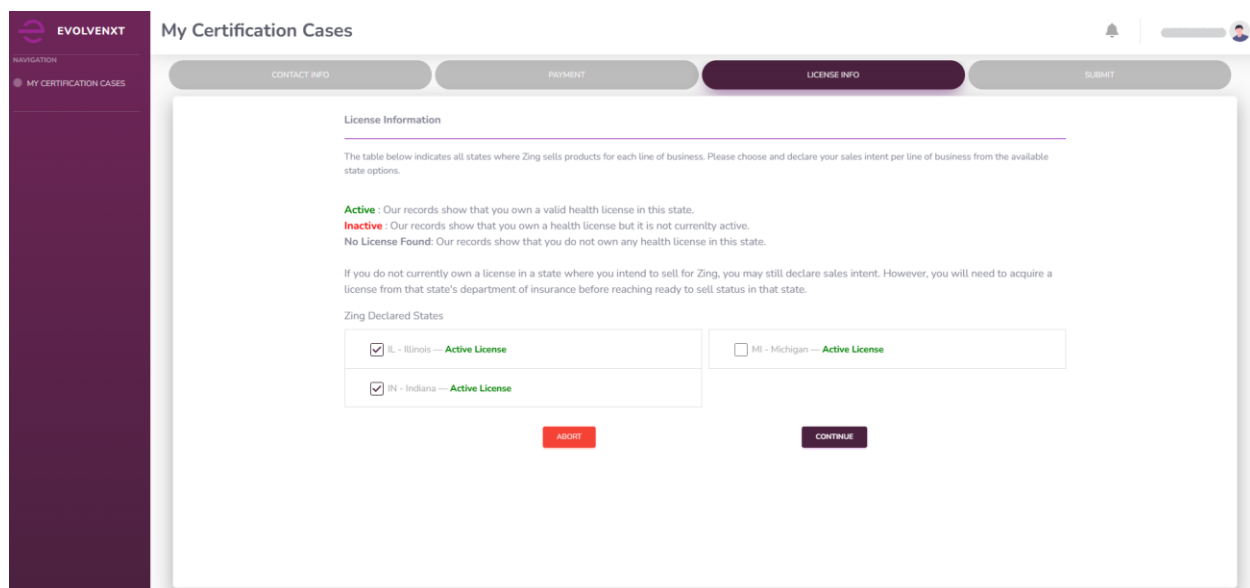
Account Number * *****

Verify Account Number * *****

Routing Number *

Financial Institution *

Next, check all of the states for which your broker is eligible, then click “Continue.”



My Certification Cases

NAVIGATION
● MY CERTIFICATION CASES

CONTACT INFO PAYMENT LICENSE INFO SUBMIT

License Information

The table below indicates all states where Zing sells products for each line of business. Please choose and declare your sales intent per line of business from the available state options.

Active : Our records show that you own a valid health license in this state.
Inactive : Our records show that you own a health license but it is not currently active.
No License Found: Our records show that you do not own any health license in this state.

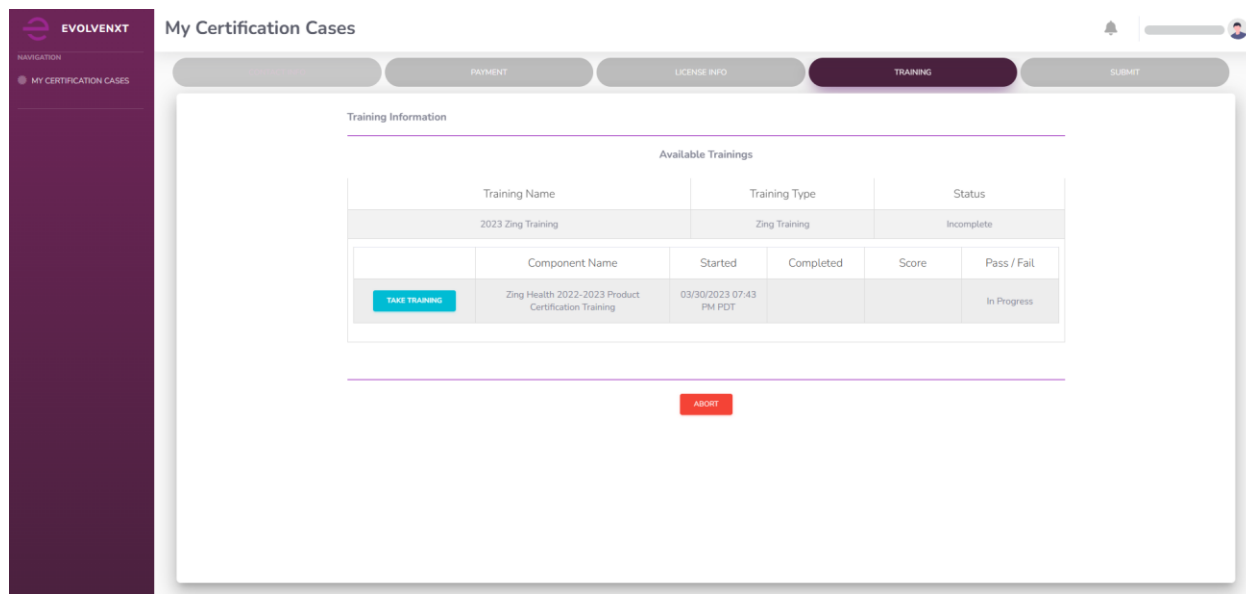
If you do not currently own a license in a state where you intend to sell for Zing, you may still declare sales intent. However, you will need to acquire a license from that state's department of insurance before reaching ready to sell status in that state.

Zing Declared States

<input checked="" type="checkbox"/> IL - Illinois — Active License	<input type="checkbox"/> MI - Michigan — Active License
<input checked="" type="checkbox"/> IN - Indiana — Active License	

ABORT CONTINUE

The “Training” module is 30 questions meant to test the prospective agency’s knowledge of Zing’s regulations.



My Certification Cases

NAVIGATION
● MY CERTIFICATION CASES

PAYMENT LICENSE INFO **TRAINING** SUBMIT

Training Information

Available Trainings

Training Name	Training Type	Status
2023 Zing Training	Zing Training	Incomplete

Component Name	Started	Completed	Score	Pass / Fail
Zing Health 2022-2023 Product Certification Training	03/30/2023 07:43 PM PDT			In Progress

TAKE TRAINING

ABORT

Upon clicking on ‘Take Training’ you will be given an opportunity to study for the exam by clicking on ‘Download Training Material’:



Training Component - Zing Health 2022-2023 Product Certification Training

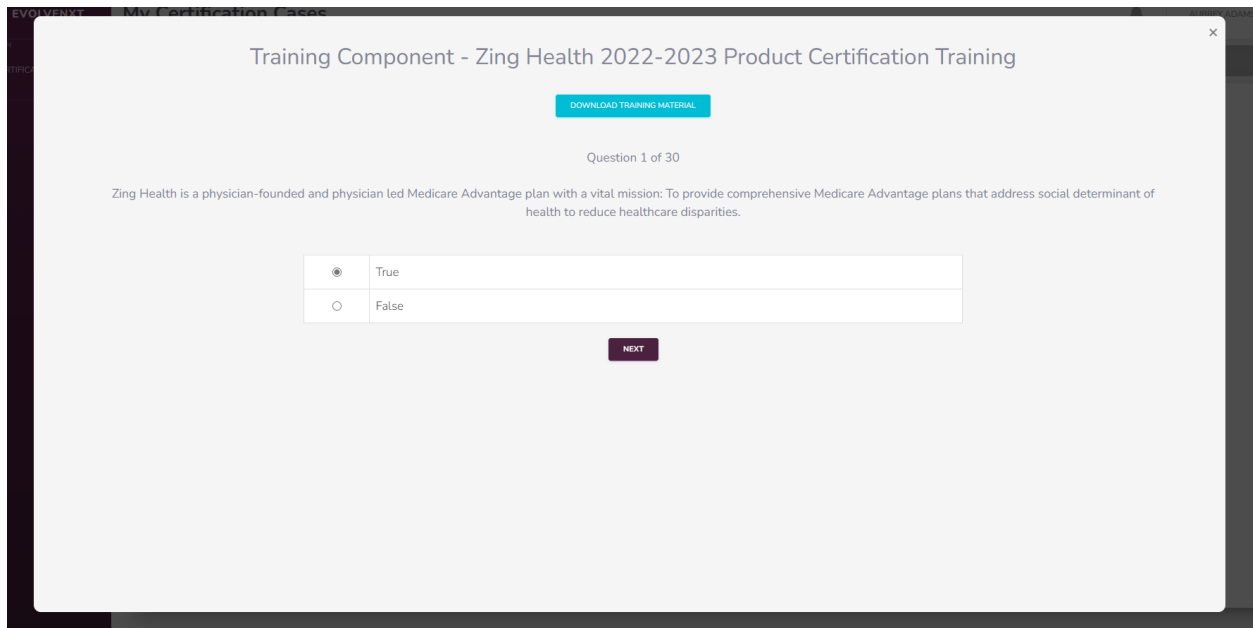
DOWNLOAD TRAINING MATERIAL

Confidential & Proprietary Information 3

Zing HEALTH™
Medicare Reimagined

TAKE QUIZ

After clicking on “Take Quiz” the training begins.



Training Component - Zing Health 2022-2023 Product Certification Training

[DOWNLOAD TRAINING MATERIAL](#)

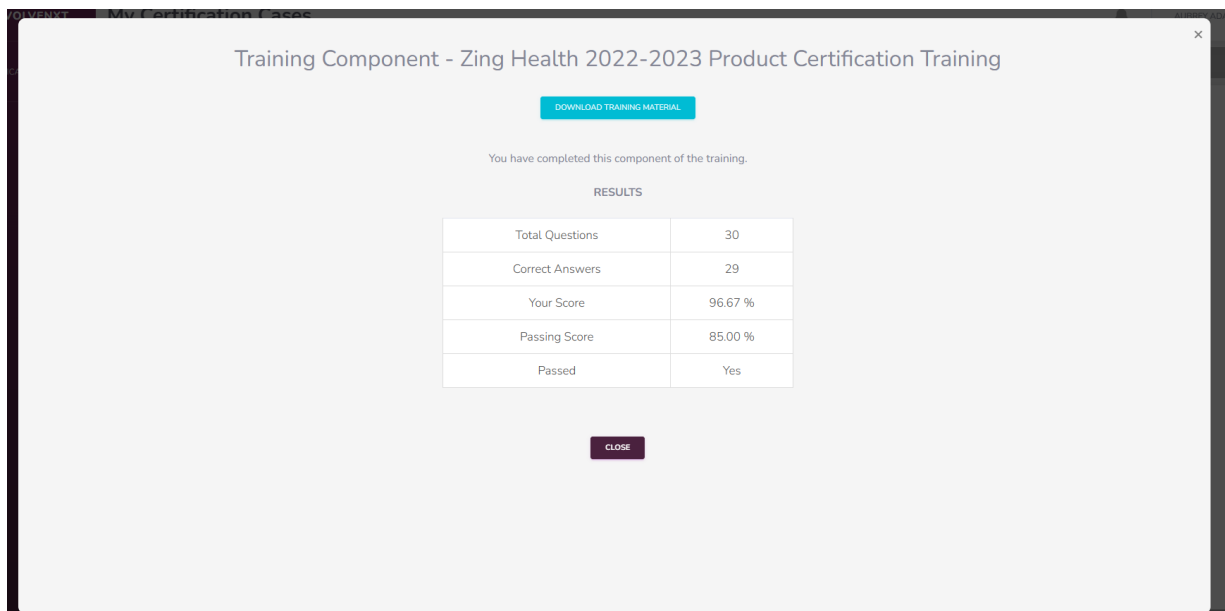
Question 1 of 30

Zing Health is a physician-founded and physician led Medicare Advantage plan with a vital mission: To provide comprehensive Medicare Advantage plans that address social determinant of health to reduce healthcare disparities.

<input checked="" type="radio"/>	True
<input type="radio"/>	False

[NEXT](#)

Complete the test. After getting a passing score, you will be able to click on “Continue” to take you to the final “Submit” step. Please note that candidates are given 3 chances to get an 85% passing score.



Training Component - Zing Health 2022-2023 Product Certification Training

[DOWNLOAD TRAINING MATERIAL](#)

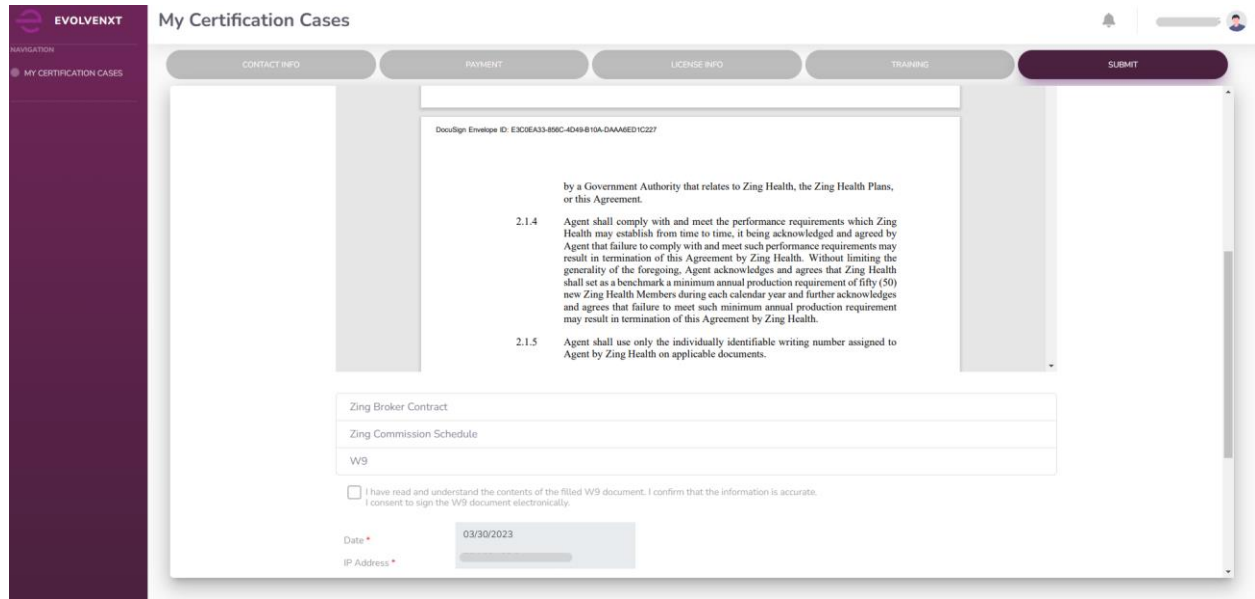
You have completed this component of the training.

RESULTS

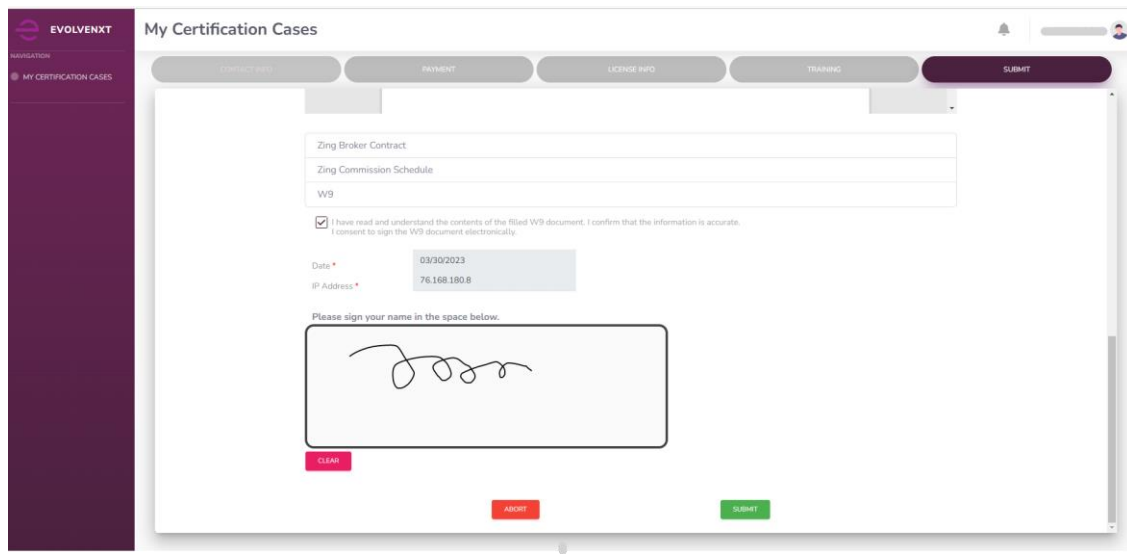
Total Questions	30
Correct Answers	29
Your Score	96.67 %
Passing Score	85.00 %
Passed	Yes

[CLOSE](#)

In the final “Submit” please first read the Agency Agreement then scroll down to the bottom of page:



Check the box, sign the document, and hit “Submit” to continue:



After the OB process is completed by the agency through the agency portal, you will be able to download both the Contract and the W-9.

Critical fields in the contract will be automatically filled in:

DocuSign Envelope ID: E3C0EA33-856C-4D49-B10A-DAAA6ED1C227

6.14 Notice. All notices and other communications pertaining to this Agreement shall be in writing and shall be deemed duly to have been given immediately if personally delivered to the other Party, one (1) business day after being sent by email (with delivery confirmation), three (3) business days after being sent by the United States Postal Service certified mail, return receipt requested, postage prepaid, and one (1) business day after by Federal Express, United Parcel Service or other nationally recognized overnight carriers. All notices or communications between Zing Health and Agent pertaining to this Agreement shall be addressed as follows:

If to Zing Health:

Attn: Garfield Collins, COO

Zing Health

303 W. Madison Suite 800

Chicago, IL 60606

Saadia.young@myzinghealth.com

If to AGENT:

Name: _____

Address: ¹ _____

Email: _____

With a copy not constituting notice to:

Attn: LaDale George

Perkins Coie LLP

131 S. Dearborn St., Suite 1700

Chicago, IL 60603

Lgeorge@perkinscoie.com

With a copy not constituting notice to:

Name: Mete Sahin, CFO

225 W. Washington Suite 450

Chicago, IL 60606

Mete.sahin@myzinghealth.com

Failure by either Party to provide courtesy notice at the address above negates the effectiveness of the entire notice.

6.15 Counterparts. This Agreement may be executed in one or more counterparts, and by the Parties hereto in separate counterparts, each of which when executed shall be deemed to be an original but all of which taken together shall constitute one and the same agreement.

6.16 Construction; Headings. The Parties acknowledge that each Party has reviewed this Agreement and that consequently any rule of construction to the effect that any ambiguities are to be resolved against the drafting Party is not applicable in the interpretation of this Agreement or any amendments or exhibits thereto. The headings hereto are for convenience only and shall not be used in any way to construe the terms of this Agreement.

6.17 Survival. Any provision of this Agreement that requires or reasonably contemplates the

Along with a completed W-9:

2

Form W-9
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC

☒ C Corporation

☐ S Corporation

☐ Partnership

☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ► _____

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, apt. or suite no.) See instructions.

6 City, state, and ZIP code

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

____ - ____ - ____

OR

Employer identification number

____ - ____ - ____ - ____ - ____

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ► _____

Date ► 5/18/22 3:57 PM

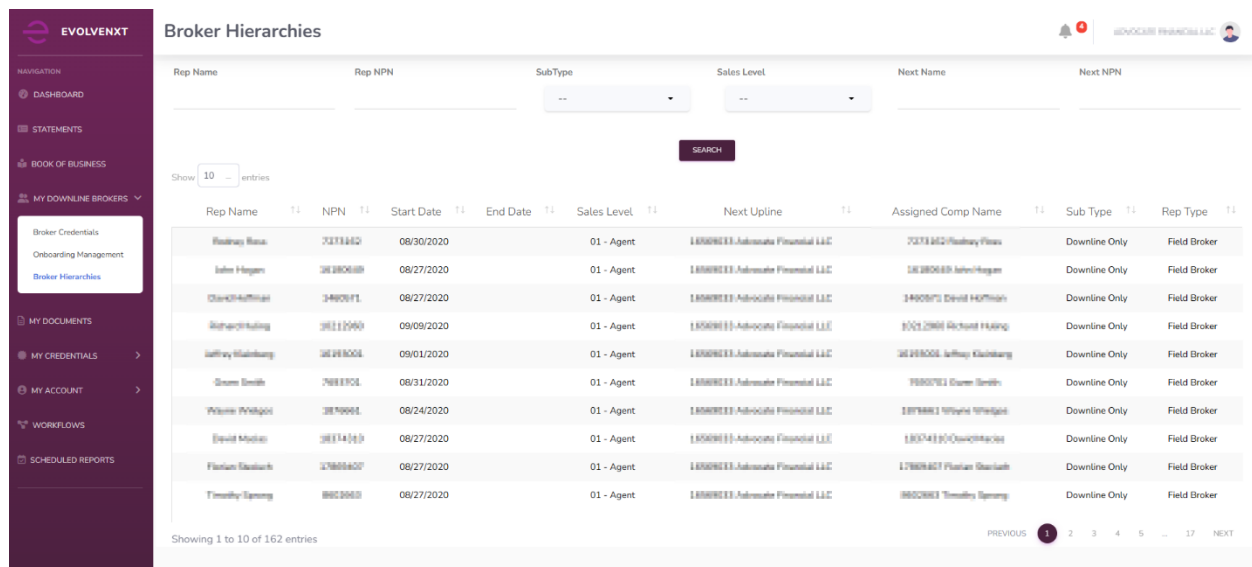
General Instructions

• Form 1099-DIV (dividends, including those from stocks or mutual

This is the final step of OB completed by the Agency in Portal. The final step to approve the onboarding case will be performed by a Zing team member with admin access.

4.2.3 Broker Hierarchies

This screen allows you to view the upline for all your downline brokers.



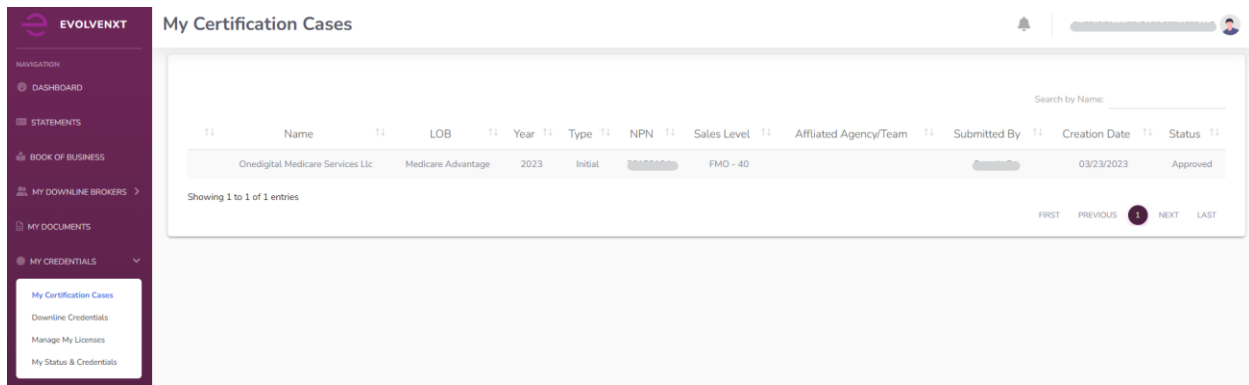
The screenshot shows the 'Broker Hierarchies' page in the EvolveNEXT portal. The left sidebar contains navigation links: DASHBOARD, STATEMENTS, BOOK OF BUSINESS, MY DOWNLINE BROKERS (selected), MY DOCUMENTS, MY CREDENTIALS, MY ACCOUNT, WORKFLOWS, and SCHEDULED REPORTS. Under 'MY DOWNLINE BROKERS', there are links for Broker Credentials, Onboarding Management, and Broker Hierarchies (highlighted). The main content area has a title 'Broker Hierarchies' and a user profile 'ADVOCATE FINANCIAL LLC'. Below the title are filters for Rep Name, Rep NPN, SubType, and Sales Level, with a 'SEARCH' button. A 'Show 10 entries' dropdown is also present. The main table displays a list of brokers with columns: Rep Name, NPN, Start Date, End Date, Sales Level, Next Upline, Assigned Comp Name, Sub Type, and Rep Type. The table shows 10 entries, with a 'Showing 1 to 10 of 162 entries' message at the bottom. A pagination bar at the bottom right shows 'PREVIOUS', '1' (selected), '2', '3', '4', '5', '17', and 'NEXT'.

Rep Name	NPN	Start Date	End Date	Sales Level	Next Upline	Assigned Comp Name	Sub Type	Rep Type
Rodney Pines	7073442	08/30/2020		01 - Agent	1650913-Advocate Financial LLC	7073442/Rodney Pines	Downline Only	Field Broker
John Hagan	2628069	08/27/2020		01 - Agent	1650913-Advocate Financial LLC	2628069/John Hagan	Downline Only	Field Broker
David Hoffman	3490971	08/27/2020		01 - Agent	1650913-Advocate Financial LLC	3490971/David Hoffman	Downline Only	Field Broker
Richard Hwang	3511290	09/09/2020		01 - Agent	1650913-Advocate Financial LLC	3511290/Richard Hwang	Downline Only	Field Broker
Jeffrey Kleinberg	3649306	09/01/2020		01 - Agent	1650913-Advocate Financial LLC	3649306/Jeffrey Kleinberg	Downline Only	Field Broker
Guam Smith	7683701	08/31/2020		01 - Agent	1650913-Advocate Financial LLC	7683701/Guam Smith	Downline Only	Field Broker
Patricia Pineda	3879961	08/24/2020		01 - Agent	1650913-Advocate Financial LLC	3879961/Patricia Pineda	Downline Only	Field Broker
David Moller	3837433	08/27/2020		01 - Agent	1650913-Advocate Financial LLC	3837433/David Moller	Downline Only	Field Broker
Florian Oberbach	17809407	08/27/2020		01 - Agent	1650913-Advocate Financial LLC	17809407/Florian Oberbach	Downline Only	Field Broker
Timothy Spang	8602863	08/27/2020		01 - Agent	1650913-Advocate Financial LLC	8602863/Timothy Spang	Downline Only	Field Broker

5 My Credentials

5.1 My Certification Cases

The My Certification Cases tab allows you to review and track your onboarding case history.

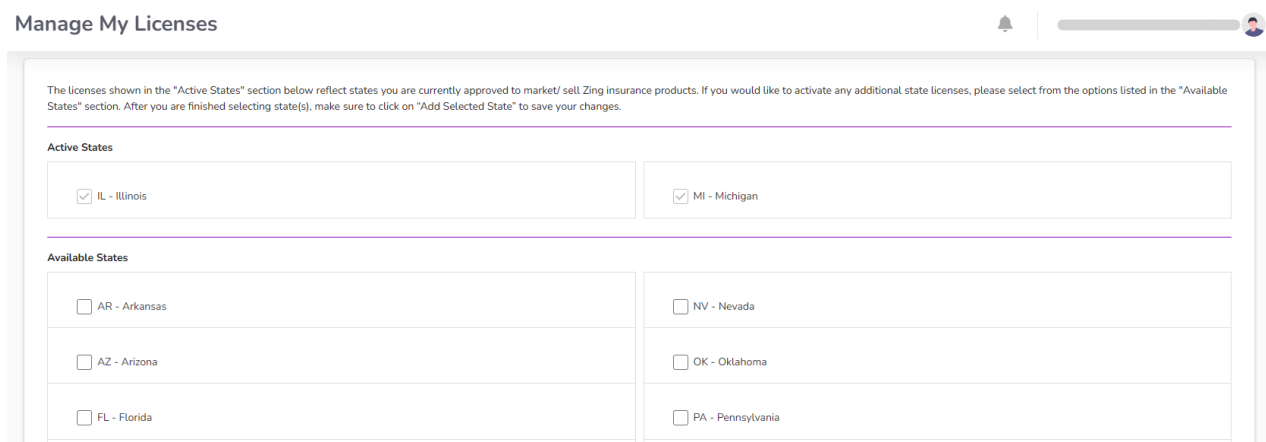


The screenshot shows the 'My Certification Cases' page. On the left is a navigation menu with options: DASHBOARD, STATEMENTS, BOOK OF BUSINESS, MY DOWNLINE BROKERS, MY DOCUMENTS, and MY CREDENTIALS. Under MY CREDENTIALS, there are sub-options: My Certification Cases (selected), Downline Credentials, Manage My Licenses, and My Status & Credentials. The main content area has a search bar and a table with the following columns: Name, LOB, Year, Type, NPN, Sales Level, Affiliated Agency/Team, Submitted By, Creation Date, and Status. A single entry is shown for 'Onedigital Medicare Services LLC' with a status of 'Approved'. At the bottom right of the table, it says 'Showing 1 to 1 of 1 entries' and includes pagination links: FIRST, PREVIOUS, 1, NEXT, LAST.

5.2 Manage My Licenses

Agencies will be given the opportunity to appoint the broker to write business for Zing in the states where they are licensed. For reference, the text in the screenshot states:

“The licenses shown in the ‘Active Status’ section below reflect states you are currently approved to market/ sell Zing insurance products. If you would like to activate any additional state licenses, please select from the options listed in the ‘Available States’ section. After you are finished selecting state(s), make sure to click on ‘Add Selected State’ to save your changes.”

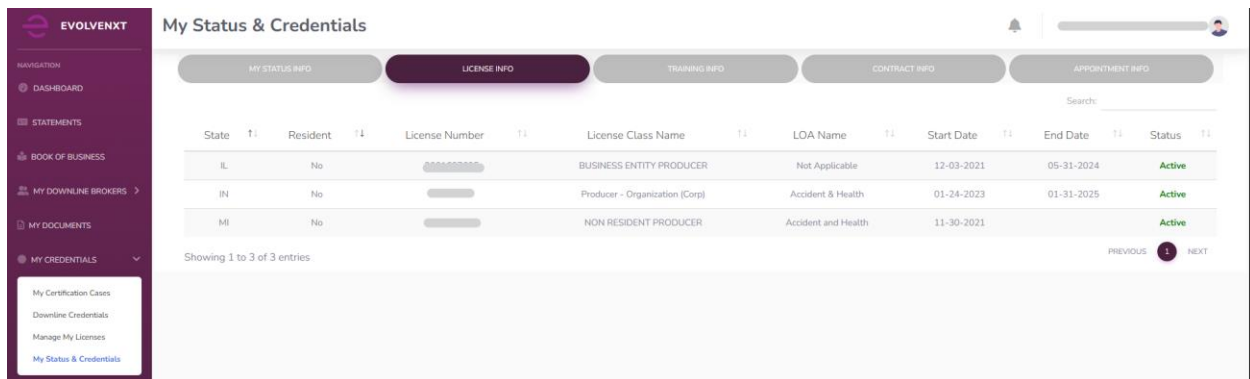


The screenshot shows the 'Manage My Licenses' page. At the top, there is a message: 'The licenses shown in the "Active States" section below reflect states you are currently approved to market/ sell Zing insurance products. If you would like to activate any additional state licenses, please select from the options listed in the "Available States" section. After you are finished selecting state(s), make sure to click on "Add Selected State" to save your changes.' Below this, there are two sections: 'Active States' and 'Available States'. The 'Active States' section has two checkboxes, both of which are checked: 'IL - Illinois' and 'MI - Michigan'. The 'Available States' section has six checkboxes, all of which are unchecked: 'AR - Arkansas', 'AZ - Arizona', 'FL - Florida', 'NV - Nevada', 'OK - Oklahoma', and 'PA - Pennsylvania'.

5.3 My Status and Credentials

The My Status tab displays information regarding your Resident License, current agreement with Zing, training requirements, and overall status.

The License Info tab, for example, provides more details regarding the state licenses you have selected to market or sell Zing products with



My Status & Credentials

NAVIGATION: DASHBOARD, STATEMENTS, BOOK OF BUSINESS, MY DOWNLINE BROKERS, MY DOCUMENTS, MY CREDENTIALS

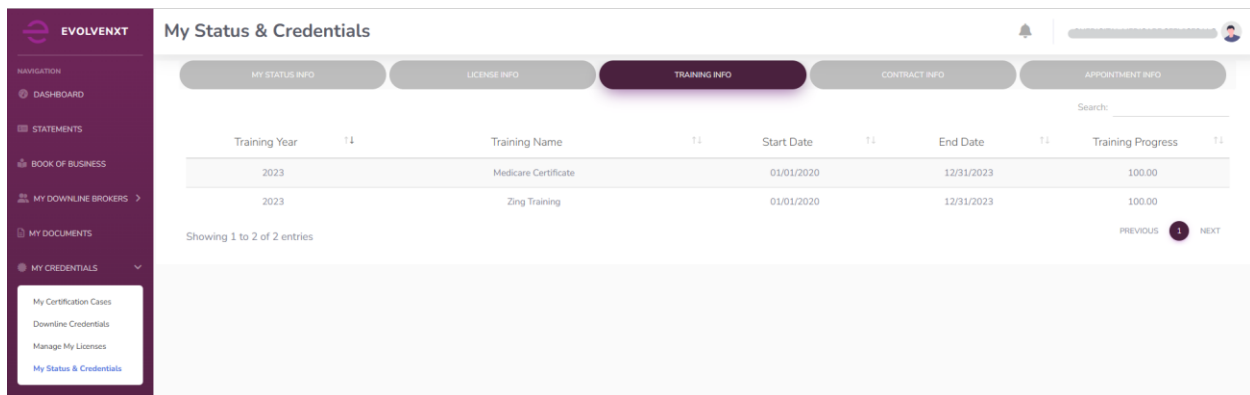
Search:

State	Resident	License Number	License Class Name	LOA Name	Start Date	End Date	Status
IL	No	000000000	BUSINESS ENTITY PRODUCER	Not Applicable	12-03-2021	05-31-2024	Active
IN	No		Producer - Organization (Corp)	Accident & Health	01-24-2023	01-31-2025	Active
MI	No		NON RESIDENT PRODUCER	Accident and Health	11-30-2021		Active

Showing 1 to 3 of 3 entries

PREVIOUS 1 NEXT

The Training Info tab displays Medicare and Zing history and status



My Status & Credentials

NAVIGATION: DASHBOARD, STATEMENTS, BOOK OF BUSINESS, MY DOWNLINE BROKERS, MY DOCUMENTS, MY CREDENTIALS

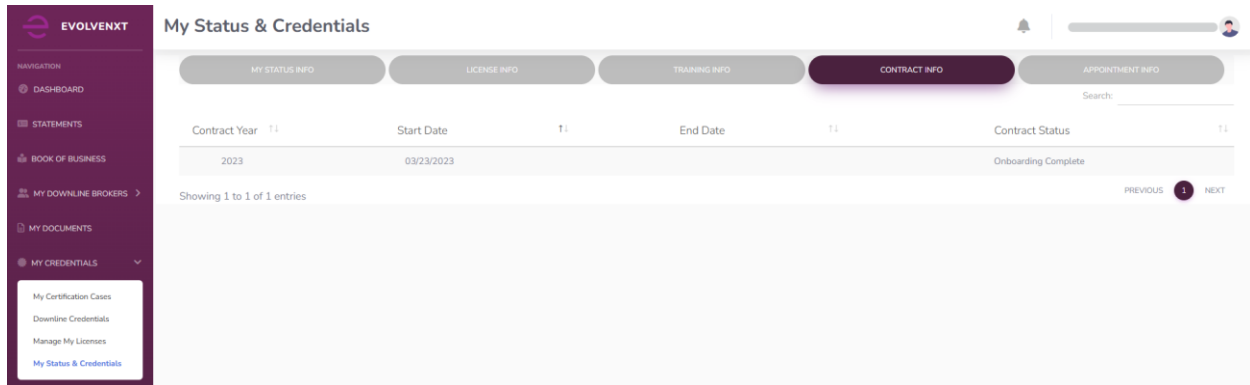
Search:

Training Year	Training Name	Start Date	End Date	Training Progress
2023	Medicare Certificate	01/01/2020	12/31/2023	100.00
2023	Zing Training	01/01/2020	12/31/2023	100.00

Showing 1 to 2 of 2 entries

PREVIOUS 1 NEXT

The Contract Info tab provides details regarding contract status with Zing. The End Date will remain blank as long as the contract remains valid.

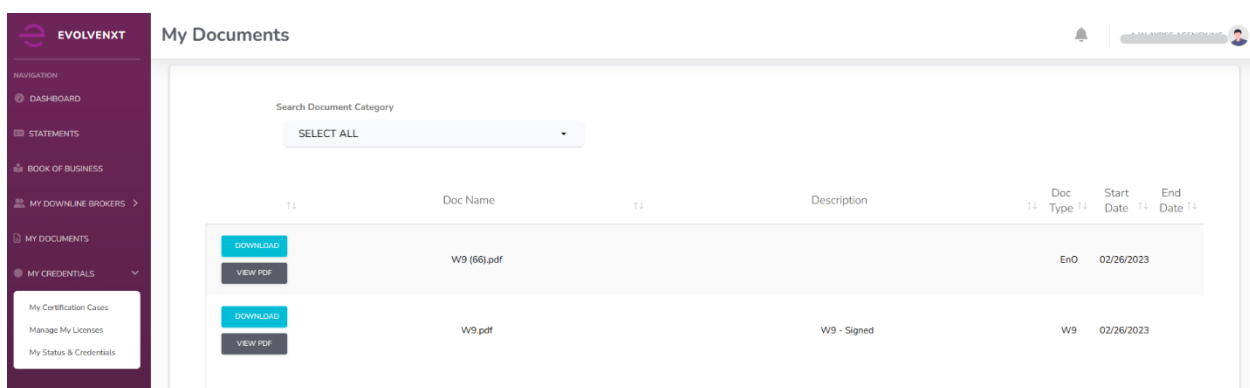


Contract Year	Start Date	End Date	Contract Status
2023	03/23/2023		Onboarding Complete

Showing 1 to 1 of 1 entries

6 My Documents

The My Documents tab houses all documents that are specific to you and are only visible within your portal. Documents will include a copy of your Zing contract, W9s, any contract addendums that may be required in the future, etc.

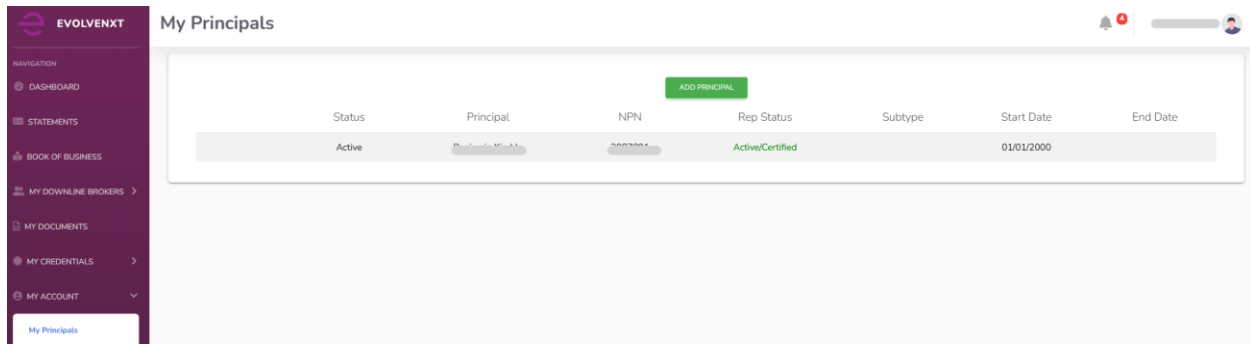


Doc Name	Description	Doc Type	Start Date	End Date
W9 (66).pdf		EnO	02/26/2023	
W9.pdf	W9 - Signed	W9	02/26/2023	

7 My Account

7.1 My Principals

This is a simple interface to allow the agency to select a principal via NPN.

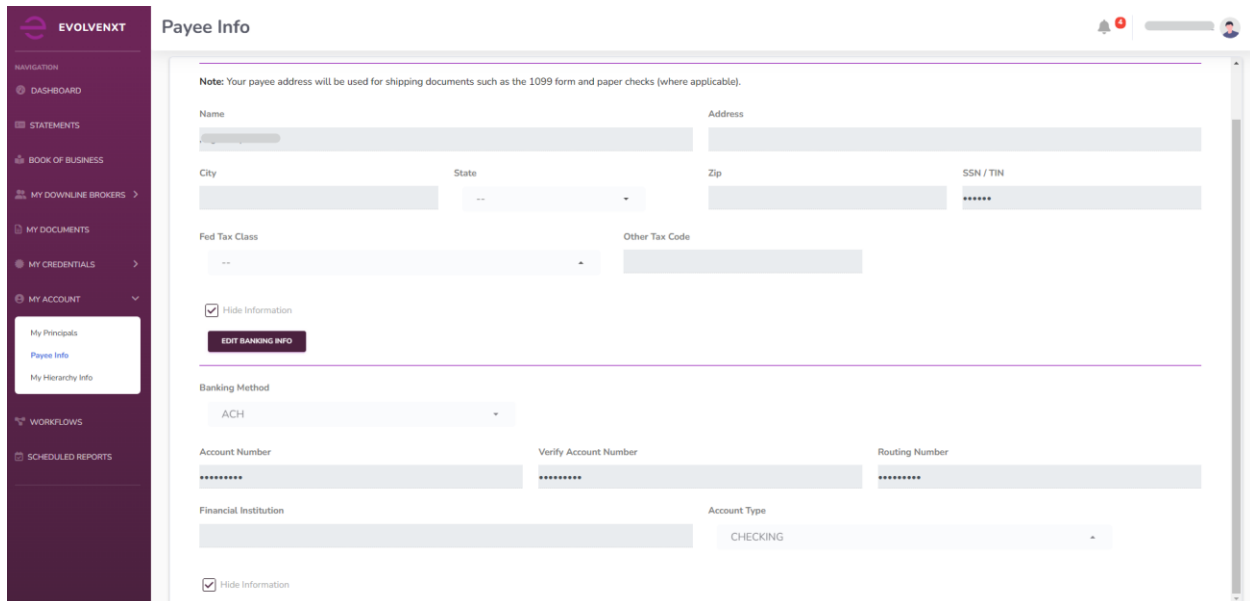


The screenshot shows the 'My Principals' page in the EvolveNXT system. On the left is a navigation menu with options: DASHBOARD, STATEMENTS, BOOK OF BUSINESS, MY DOWNLINE BROKERS, MY DOCUMENTS, MY CREDENTIALS, and MY ACCOUNT. The 'MY ACCOUNT' section is expanded, showing 'My Principals' as the selected option. The main content area has a title 'My Principals' and a green 'ADD PRINCIPAL' button. Below this is a table with columns: Status, Principal, NPN, Rep Status, Subtype, Start Date, and End Date. A single row is visible with the following data: Status: Active, Principal: [redacted], NPN: 000000, Rep Status: Active/Certified, Subtype: [redacted], Start Date: 01/01/2000, and End Date: [redacted].

7.2 Payee Info

The Payee Info tab captures the name and address on file for payment. Select the Edit Payee Info tab to update the name or address. The 1099 that will generate will match the information on this screen.

Note: Updating name or address will cause a prompt to complete a new W9 form. You must complete this W9 update for your changes to be saved.

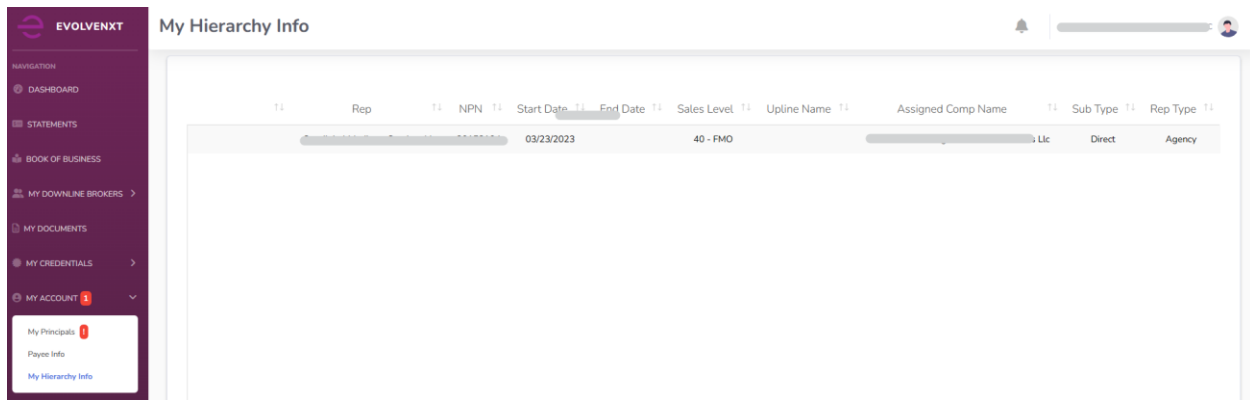


The screenshot shows the 'Payee Info' page in the EvolveNXT system. On the left is a navigation menu with options: DASHBOARD, STATEMENTS, BOOK OF BUSINESS, MY DOWNLINE BROKERS, MY DOCUMENTS, MY CREDENTIALS, and MY ACCOUNT. The 'MY ACCOUNT' section is expanded, showing 'Payee Info' as the selected option. The main content area has a title 'Payee Info' and a note: 'Note: Your payee address will be used for shipping documents such as the 1099 form and paper checks (where applicable).' Below this are form fields for: Name, Address, City, State (dropdown), Zip, SSN / TIN (masked with asterisks), Fed Tax Class (dropdown), and Other Tax Code (text field). There is a checkbox for 'Hide Information' and a button for 'EDIT BANKING INFO'. Below this is a section for 'Banking Method' with a dropdown set to 'ACH'. Further down are fields for: Account Number (masked with asterisks), Verify Account Number (masked with asterisks), Routing Number (masked with asterisks), Financial Institution (text field), and Account Type (dropdown set to 'CHECKING'). There is another checkbox for 'Hide Information' at the bottom.

7.3 My Hierarchy Info

My Hierarchy Info

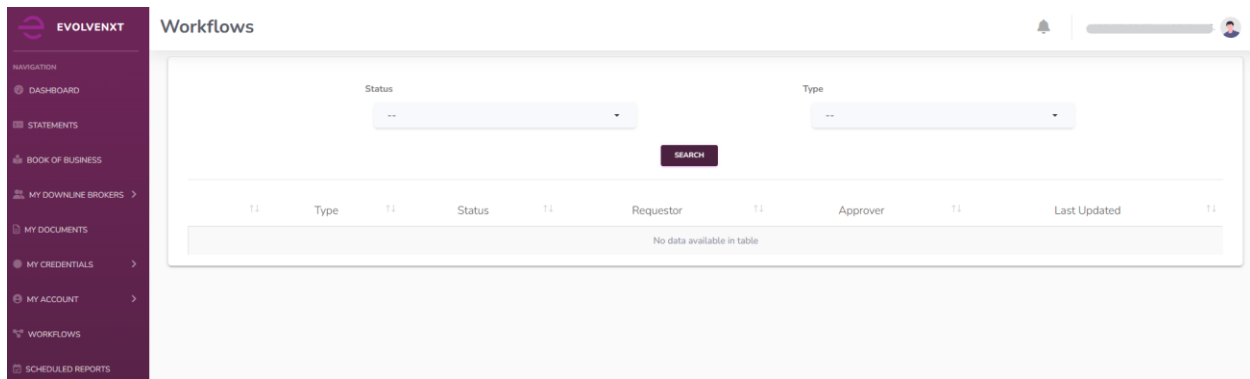
The My Hierarchy Info tab provides a snapshot of the level, upline information (if applicable), compensation assignment, Sub Type, and Broker Type. This tab will also provide upline history and the time spans where you were reporting to a different upline or were a different sub type.



Rep	NPN	Start Date	End Date	Sales Level	Upline Name	Assigned Comp Name	Sub Type	Rep Type
		03/23/2023		40 - FMO			Lic	Direct
								Agency

8 Workflows

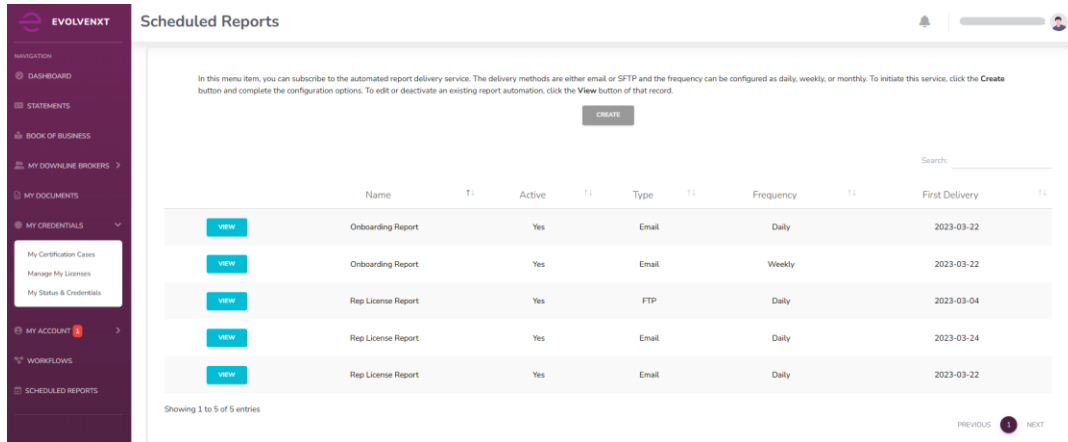
The Workflows tab tracks all cases that have been created by or assigned to you. Workflows that can be completed in this tab include: completing a new W9, requesting a hierarchy change, becoming a principal of an agency, etc Workflows can be filtered by 'Status' and 'Type' Track when the Workflow was last updated and who is the assigned approver or cancel hierarchy change requests.



The screenshot shows the 'Workflows' tab in the EvolveNEXT application. On the left is a dark purple navigation sidebar with the 'EVOLVENXT' logo and a list of menu items: DASHBOARD, STATEMENTS, BOOK OF BUSINESS, MY DOWNLINE BROKERS, MY DOCUMENTS, MY CREDENTIALS, MY ACCOUNT, WORKFLOWS (highlighted), and SCHEDULED REPORTS. The main content area is titled 'Workflows' and features two dropdown filters for 'Status' and 'Type', both currently set to '--'. Below these filters is a 'SEARCH' button. A table with the following headers is displayed: ID, Type, ID, Status, ID, Requestor, ID, Approver, ID, Last Updated, ID. The table body is empty, showing the message 'No data available in table'.

9 Scheduled Reports

Scheduled reports allow the agency to configure the delivery of specific reports via FTP through the user portal. To schedule a new report, click on the 'Create Button' at the top of the page. To see how the example in the dashboard is configured, click on 'View' to use the scheduled License Report delivery as a guide



In this menu item, you can subscribe to the automated report delivery service. The delivery methods are either email or SFTP and the frequency can be configured as daily, weekly, or monthly. To initiate this service, click the **Create** button and complete the configuration options. To edit or deactivate an existing report automation, click the **View** button of that record.

CREATE

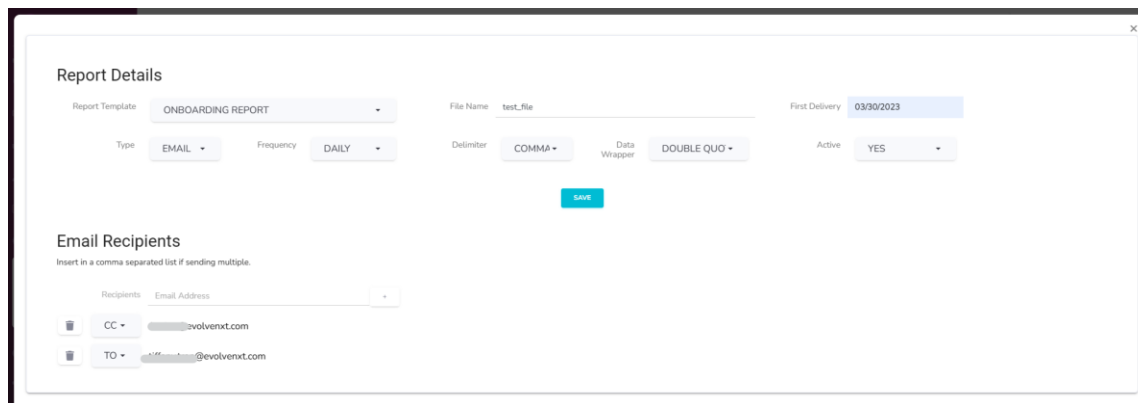
Search: _____

	Name	Active	Type	Frequency	First Delivery
VIEW	Onboarding Report	Yes	Email	Daily	2023-03-22
VIEW	Onboarding Report	Yes	Email	Weekly	2023-03-22
VIEW	Rep License Report	Yes	FTP	Daily	2023-03-04
VIEW	Rep License Report	Yes	Email	Daily	2023-03-24
VIEW	Rep License Report	Yes	Email	Daily	2023-03-22

Showing 1 to 5 of 5 entries

PREVIOUS **1** NEXT

Configure the fields below as shown in the sample, schedule frequency, method of transmission, and any additional email recipients you choose to include:



Report Details

Report Template: **ONBOARDING REPORT** | File Name: **test_file** | First Delivery: **03/30/2023**

Type: **EMAIL** | Frequency: **DAILY** | Delimiter: **COMMA** | Data Wrapper: **DOUBLE QUO** | Active: **YES**

SAVE

Email Recipients

Insert in a comma separated list if sending multiple.

Recipients: Email Address

CC: **evolveNEXT.com**

TO: **@evolveNEXT.com**