

Hilda Tucker Insurance School

Sponsored by

American Association of Insurance and Financial Professionals, Inc.

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Understanding IRAs Webinar

“Ethical Planning, Compliance, and Client Education for Florida Life Agents”

4 HOUR - ELECTIVE CREDITS

** OUTLINE **



Hour 1 — Course Introduction & IRA Foundations (:00 – :50)

Slides 1–5 — Introduction / Course Introduction / Why IRAs Matter / Who This Class Is For / Scope of Authority (:00–:10)

- Explain CE approval, course ID, and purpose for Florida DFS compliance.
- Outline instructor introduction, verification, and affidavit submission requirements.
- Present objectives and overview of IRA education for life and annuity producers.
- Clarify why IRAs matter to agents serving retirement-focused clients.
- Identify who benefits from this class — licensed Florida producers in annuity and life markets.
- Define professional boundaries: education vs. tax or legal advice.
- Stress ethical obligations and documentation per Rule 69B-215.235.
- Preview learning modules and break schedule.

Slides 6–10 — What an IRA Is / Qualified vs Non-Qualified Money / Florida Compliance Theme / Client Questions (:10–:20)

- Define “Individual Retirement Arrangement” as a tax-favored structure, not a product.
- Compare qualified (pre-tax) and non-qualified (after-tax) money and their tax treatment.
- Explain how fixed and indexed annuities can be funded by either type of money.
- Introduce Florida CE’s core compliance theme — educational, transparent discussions.

- Review typical client questions about taxes, penalties, and rollovers.
 - Highlight Rule 69B-228.100 F.A.C. attendance and disclosure expectations.
 - Reiterate the role of agent as educator, not salesperson.
 - Transition into red-flag compliance examples.
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Slides 11–15 — Red Flags / Agent Role / Traditional IRA Basics / Roth IRA Basics / SEP IRA (:20–:30)

- Outline behaviors that trigger complaints — unsuitable replacements, overpromising returns.
 - Reinforce agent’s duty: educational language only; avoid directive sales pitches.
 - Explain Traditional IRA rules — pre-tax contributions, tax-deferred growth, RMDs.
 - Cover Roth IRA — after-tax funding, tax-free growth, qualified distribution rules.
 - Introduce SEP IRAs for self-employed clients; explain employer contribution structure.
 - Connect life insurance and annuity roles in IRA planning.
 - Stress documentation for every recommendation.
 - Conclude with importance of understanding each IRA’s tax identity.
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Slides 16–20 — SIMPLE IRA / Rollover IRA / Inherited IRA / Spousal vs Non-Spousal / Self-Directed IRA (:30–:40)

- Describe SIMPLE IRA plans — employer match, lower admin cost, and early-withdrawal rules.
 - Define Rollover IRA as the destination for employer-plan money post-employment.
 - Explain Inherited IRA rules and how SECURE Act’s 10-year rule changed payout timing.
 - Contrast spousal vs non-spousal beneficiary rights and options.
 - Summarize Self-Directed IRAs — broader investment control with compliance risk.
 - Warn agents not to advise on prohibited transactions; always refer to tax pros.
 - Discuss documentation of death-claim conversations.
 - Reinforce that most field IRAs are Traditional or Rollover accounts.
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Slides 21–25 — IRA Summary / Contribution Eligibility / Traditional Contributions / Break (:40–:50)

- Identify most common IRA types agents encounter (Traditional, Roth, SEP, SIMPLE).
- Explain eligibility — earned income required, no upper age limit if still working.
- Cover Traditional contribution deductibility and phase-out limits.
- Review excise penalty for excess contributions (6 % per year).
- Clarify paperwork for “current vs prior year” funding.

- Stress spousal contribution allowance on joint returns.
- Emphasize reviewing contribution accuracy annually.
- Introduce 10-minute break and transition to Roth/SEP/SIMPLE contribution details.

II Break 1 — Slides 25–26 (:50–:00)



Hour 2 — IRA Contributions & Rollovers (:00 – :50)

Slides 26–30 — Roth IRA Contributions / SEP IRA Contributions / SIMPLE IRA Contributions / Catch-Up / Spousal IRA (:00–:10)

- Explain Roth contribution limits and AGI phase-outs; no deduction but tax-free growth.
- Clarify SEP IRA funding rules — employer only, percent of compensation.
- Describe SIMPLE IRA employee deferral and employer match mechanics.
- Define catch-up contributions for clients age 50+ under SECURE 2.0.
- Outline spousal IRA eligibility and joint filing rules.
- Review benefits of diversifying across IRA types.
- Stress record-keeping and custodian reporting (Form 5498).
- Transition into contribution errors and corrections.

Slides 31–35 — Excess Contributions / Corrections / Trigger Events / Direct Transfers / 60-Day Rollover (:10–:20)

- Define “excess contribution” and annual limit violations.
- Explain how to remove or recharacterize excess funds before tax deadline.
- Introduce “trigger events” for rollovers — retirement, job change, inheritance.
- Distinguish direct transfer (trustee-to-trustee) from rollover (client receives funds).
- Review IRS 60-day re-deposit rule and one-per-year limit on indirect rollovers.
- Highlight importance of matching account titles exactly to avoid taxation.
- Stress written client acknowledgment of risks and timelines.
- Preview plan-to-IRA and Roth conversion sections.

Slides 36–40 — Plan-to-IRA vs IRA-to-IRA / Roth Rollover Concepts / Annuities Inside IRAs / Rollover Mistakes / Suitability on Rollovers (:20–:30)

- Compare plan-to-IRA (401(k) → IRA) versus IRA-to-IRA consolidation.

- Outline tax reporting differences (Form 1099-R codes).
 - Explain Roth conversion process and immediate taxation rules.
 - Describe how annuities function inside IRAs under IRS oversight.
 - Identify common errors — incorrect titling, missed 60-day deadline, wrong account type.
 - Discuss Florida’s “best interest” standard on recommendations.
 - Reinforce documentation of client benefit and comparison to existing plan.
 - Transition to client communication and suitability topics.
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Slides 41–45 — Talking to Clients About Rollovers / Module 4 Wrap-Up / Taking Money Out / Early Distributions / Roth Distribution Order (:30–:40)

- Teach compliant language for rollover conversations — educational, not directive.
 - Summarize rollover module takeaways — clean documentation protects licenses.
 - Introduce distribution concept — IRAs are built for retirement income, not short-term cash.
 - Review early withdrawal penalties and IRS exceptions (education, first home, etc.).
 - Clarify that “penalty-free” ≠ “tax-free.”
 - Explain Roth distribution ordering rules (contributions, conversions, earnings).
 - Reinforce educational approach with client examples.
 - Transition into RMD and taxation topics.
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Slides 46–50 — Required Minimum Distributions / Multiple IRAs / Periodic Income vs Lump Sum / Taxes at Distribution / Break (:40–:50)

- Define RMDs and SECURE 2.0 age rules (73 for most clients).
- Explain aggregation rules for multiple IRAs.
- Compare periodic income withdrawals vs lump-sum distributions.
- Outline taxation — Traditional IRAs = ordinary income; Roth = tax-free if qualified.
- Mention state income tax variability and client planning considerations.
- Encourage annual RMD reviews as client service touchpoints.
- Reinforce ethical disclosure of tax impact and documentation.
- Announce 10-minute break before beneficiary and legacy section.

II Break 2 — Slides 50 (:50–:00)



Hour 3 — Beneficiaries, Suitability & Legacy Planning (:00 – :50)

Slides 51–55 — Beneficiaries and Post-Death Distributions / Module 5 Wrap-Up / Why Beneficiaries Matter / Primary vs Contingent / Stretch Concepts (:00–:10)

- Explain how beneficiary designations override wills and control IRA succession.
 - Review post-death distribution options under the SECURE Act 10-year rule.
 - Define primary vs contingent beneficiaries and why both must be listed.
 - Cover the elimination of the traditional “stretch IRA” for most beneficiaries.
 - Emphasize the importance of updating designations after major life changes.
 - Discuss how RMDs continue after death depending on beneficiary type.
 - Highlight the tax differences between spousal and non-spousal heirs.
 - Reinforce documentation — beneficiary discussions should always be noted in the client file.
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Slides 56–60 — IRA vs Life Insurance Death Benefit / Trust as Beneficiary / Common Mistakes / Annual Reviews / Florida Suitability & Ethics (:10–:20)

- Compare IRA inheritance (taxable, timed distributions) with life insurance proceeds (income-tax free).
 - Explain when naming a trust as a beneficiary may make sense — blended families, control, or minor heirs.
 - Warn that improper trust naming can accelerate taxation or void stretch treatment.
 - Outline common beneficiary errors — missing forms, outdated names, or “estate” listed as beneficiary.
 - Describe how annual reviews catch outdated designations before it’s too late.
 - Connect beneficiary management to Florida’s suitability and best-interest obligations.
 - Reinforce communication ethics — ensure clients truly understand their beneficiary structure.
 - Transition into documentation and claims-handling procedures.
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Slides 61–65 — Post-Death Claims Process / Module 6 Wrap-Up / Suitability vs Best Interest / Documenting Goals / Liquidity & Surrender Periods (:20–:30)

- Explain the steps in a post-death claim — notification, verification, custodian forms, and beneficiary payment options.
 - Stress keeping claim documentation clear and compliant for audits.
 - Contrast suitability (matching client profile) with best interest (benefiting client over agent).
 - Highlight Florida Statute §627.4554 requiring disclosure of surrender charges, fees, and restrictions.
 - Encourage agents to document client intent, time horizon, and liquidity needs in writing.
 - Discuss the importance of confirming understanding through signed statements.
 - Review how suitability applies to both rollover and beneficiary transactions.
 - Wrap up module: transparency + education = compliant practice.
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Slides 66–70 — Comparing Old vs New Product / Rollovers From Employer Plans / Senior Clients / Replacement Disclosures / “Stay Safe” Language (:30–:40)

- Show examples of comparing old vs new plans using a side-by-side form.
 - Explain that replacements require disclosure of all charges, surrender schedules, and benefits lost.
 - Detail employer-plan rollovers — verifying trigger events, tax code compliance, and employer communication.
 - Identify seniors as a high-scrutiny category under DFS guidelines.
 - Highlight proper tone: calm, clear, and compliant — no urgency, no pressure.
 - Review required replacement and exchange forms for documentation.
 - Provide compliant “stay safe” phrasing like, “Let’s make sure this really benefits you before we move anything.”
 - Reinforce best practices for explaining surrender charge recovery periods and liquidity access.
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Slides 71–75 — When to Say “No Sale” / Module 7 Wrap-Up / Consumer Protection / Advertising / Seminars / Break (:40–:50)

- Teach agents that sometimes “no sale” is the right call — document and move on ethically.
- Emphasize client-first duty: the best-interest rule often means walking away from unsuitable business.
- Review Florida’s consumer protection laws and senior safeguards.
- Discuss compliant advertising and seminar guidelines — avoid misleading titles or performance claims.
- Clarify disclosure rules for educational vs sales events.
- Reiterate that transparency builds long-term trust and renewals.
- Summarize lessons: protect seniors, slow down, disclose everything.

- Announce 10-minute break (Slide 75) before ethics and professional conduct segment.

II Break 3 — Slide 75 (:50–:00)



Hour 4 — Ethics, Professional Conduct & Course Wrap-Up (:00 – :50)

Slides 76–80 — Handling Qualified Dollars / Replacement Timing Games / Written Disclosures / Complaint Triggers / Ethical Sales Positioning (:00 – :10)

- Review how to properly handle qualified funds in sales settings — always confirm tax status before transferring.
 - Explain why “replacement timing games” (rushing surrender periods or back-dating paperwork) create audit risk.
 - Identify the written disclosures agents must keep: client acknowledgments, comparison forms, and disclosure receipts.
 - Discuss complaint triggers in Florida — pressure tactics, exaggerated guarantees, or missed signatures.
 - Reinforce that ethical conduct begins with transparency and pacing.
 - Emphasize full documentation as your strongest defense in any client dispute.
 - Present “ethical sales positioning” — teach first, recommend second, document always.
 - Summarize that every sale must read as protection for the client, not persuasion by the agent.
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Slides 81–85 — Professional Reputation / Regulatory Hot Buttons / Case Study 1 / Coaching Notes / Case Study 2 (:10 – :20)

- Illustrate how a clean compliance record directly supports long-term reputation and renewals.
- Review current Florida DFS hot buttons — senior exploitation, misrepresentation, and incomplete disclosures.
- Present Case Study 1 — a real-world example of how a rollover was handled correctly and the outcome for the client.
- Break down Coaching Notes 1 — what made the interaction compliant (tone, timing, and follow-up).

- Introduce Case Study 2: 45-Year-Old Self-Employed — focus on SEP IRA funding and tax efficiency.
 - Analyze documentation and disclosure quality within each case.
 - Reinforce ethical decision-making framework: intent → communication → confirmation → documentation.
 - Connect professionalism with credibility — ethics build marketing naturally.
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Slides 86–90 — Coaching Notes 2 / Case Study 3 Widow Inheriting IRA / Coaching Notes 3 / Client Scripts – Rollover & RMDs (:20 – :30)

- Continue the self-employed case discussion with coaching insights — highlight suitability versus sales language.
 - Present Case Study 3 (Widow Inheriting IRA) — explore spousal options, RMD timing, and emotional communication.
 - Summarize Coaching Notes 3 emphasizing empathy, patience, and accuracy in beneficiary situations.
 - Introduce Client Script – Rollover Conversation showing compliant phrasing for explaining options.
 - Review Client Script – Income & RMDs demonstrating how to simplify tax language for retirees.
 - Reinforce why scripting protects both the agent and the consumer in Florida’s regulatory environment.
 - Encourage practicing tone and pace — confidence + clarity reduces complaints.
 - Tie together lessons: ethics + communication = professional longevity.
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Slides 91–95 — Client Script – Beneficiaries / Case Study Wrap-Up / Big Idea #1 Tax Status / Big Idea #2 Documentation / Big Idea #3 Beneficiary Planning (:30 – :40)

- Demonstrate Client Script – Beneficiaries — how to explain designations in plain English.
- Review Module 9 Wrap-Up: case study themes — clarity, suitability, and disclosure.
- Present Big Idea #1 — “Tax Status Drives Everything” — qualified vs non-qualified dictates every client conversation.
- Discuss Big Idea #2 — “Suitability Documentation” — write it as if the regulator will read it later.
- Cover Big Idea #3 — “Beneficiary Planning” — tie every IRA conversation back to who the money is meant for.
- Explain how to integrate these big ideas into annual client reviews.
- Reinforce compliance: if it isn’t written, it didn’t happen.
- Transition into compliant language and marketing ethics.

Slides 96–107 — Language to Avoid / Safe Language / Grow Your Practice / Ethics = Marketing / Action Steps / Compliance Reminders / Course Review / Thank You / References (:40 – :50)

- List phrases to avoid — “guaranteed returns,” “no risk,” “tax-free for life” — and explain why regulators flag them.
- Provide examples of safe, compliant language for client discussions and marketing pieces.
- Teach how to grow your practice ethically — educational workshops, annual RMD reviews, CPA alliances.
- Reinforce the concept Ethics = Marketing — ethical behavior builds client loyalty and referrals.
- Outline Action Steps after the course — update beneficiary forms, schedule compliance reviews, attend annual CE refreshers.
- Review Final Compliance Reminders — documentation, best-interest duty, senior protection standards.
- Conduct Course Review & CE Purpose — how this content satisfies Florida CE requirements.
- Close with Thank You for Attending and affidavit reminder (Slide 103).
- Slides 104-107 References

II Break 4 — Slide 108 (:50–:00)

END OF WEBINAR

Total Instruction Time	200 Minutes
Total Break Time	40 Minutes
Total Time	240 Minutes