

Standard Usage for Status Reason Codes on Confirmations

12/1/06 (previous version – 7/19/06 – See Change Log on last page)

Status Reason Codes are used to explain why a transaction was rejected. In ACATS, there are two types of rejects, hard rejects (HRJ) and soft rejects (SRJ). A hard reject is used when a Carrier does not expect corrective action to be taken on the ACAT transaction. When a HRJ is sent, it terminates that specific ACATS transaction. A soft reject is used when a Carrier cannot process the transaction as is but is willing to receive additional information in order to make the transaction in good order.

Soft Rejects (SRJ) should only be used for CAT transactions. Use HRJ for all other transaction types (ACATS or Non-ACATS initiated).

Standard Usage documents were reviewed and approved by the ACATS/IPS Pilot Working Group.

ACATS/IPS Status Reason Codes – Standard Usage for ACATS initiated transactions only

Status Reason Code	Status Reason Code Description	Definition	Transaction Status Used for ACATS and IFT transactions:	Would be used with the following Transaction Confirms:
000	Accepted	Used only when transaction is processed successfully.	ACK	All Transactions Types
010	Delivering firm on Transaction does not match current firm on contract	The delivering firm (old B/D) on the CAT transaction to the Carrier does not match what the Carrier has on the contract.	HRJ	CAT
011	Receiving firm has no selling agreement with carrier	The Carrier does not have a selling agreement with the receiving firm (new B/D).	HRJ	All Transactions
012	Receiving firm has no selling agreement addendum for ACATS	The selling agreement addendum was not signed. Carriers cannot process ACATS transactions without a signed selling agreement addendum from the Receiving firm.	HRJ	CAT
013	Delivering firm has no selling agreement addendum for ACATS	The selling agreement addendum was not signed. Carriers cannot process ACATS transactions without a signed selling agreement addendum from the Delivering firm.	HRJ	CAT
014	Product is not approved on Receiving firms COM schedule	Carrier has a signed selling agreement with Receiving firm but the product is not on the eligible list of product that can be sold.	HRJ	CAT
015	Receiving Firm not appointed in Issue State	Carrier does not have a firm appointment for the issue state of the contract.	HRJ	CAT, REP

016	Receiving Firm not appointed in Resident State	Carrier does not have a firm appointment for the resident state of the contract owner.	HRJ	CAT, REP
017	Custodial Information Invalid / No Agreement on File	Carrier does not allow custodial ownership for a particular broker/dealer.	HRJ	CAT, BEN
018	Custodial Agreement Tax Type Invalid	This code would be used when a Non-Qualified Custodial owned policy is being transferred from one BD to another BD. However the new BD's custodial agreement only allows for Qualified Custodial cases.	HRJ	CAT
030	Contract Terminated	No transaction can be made due to contract is no longer active.	HRJ	All Transaction Types
031	Contract in Death Claim Pending Status	No transactions can be made to due a death claim pending.	HRJ	All Transaction Types
032	Contract has a pending 1035 or Transfer	No transactions can be made to the contract due to an incoming 1035 exchange or transfer.	HRJ	All Transaction Types
033	Contract in Restricted Status	No transactions can be made to contract due to a restricted status.	HRJ	All Transaction Types
034	Contract not found	Carrier did not located contract number provided.	HRJ	All Transaction Types
035	Owner SSN does not match carrier's records	Carrier used owner SSN as an extra validation to make sure that contract number is correct. The SSN did not match.	HRJ	All Transaction Types
036	Annuitant SSN does not match carrier's record	Carrier used annuitant SSN as an extra validation to make sure that contract number is correct. The SSN did not match.	HRJ	All Transaction Types
037	Contract is an Immediate Annuity	Carrier will not process this transaction on immediate annuities	HRJ	All Transaction Types

038	Contract is Annuitized	Carrier will not process this transaction on annuitized contracts.	HRJ	All Transaction Types
039	No Initial Signature On File	Transaction cannot be processed because the Carrier does not have a signature on file from the client (either on the actual application or on a purchase confirmation letter).	HRJ	All Transaction Types
040	Insurance Transfer Type Not Accepted	Carrier cannot process the transaction due to the type of transfer it is.	HRJ	CAT
041	Collateral Assignee	A contract that has a collateral Assignee means that the value (or death Benefit) of the contract has been used for collateral. This is considered a reason for a Carrier to hard reject a broker/dealer change in the ACATS/IPS process.	HRJ	All transaction types
042	Successor Annuitant (Spousal Continuation)	A feature that occurs on certain contracts when the owner dies and there is a feature that allows the spouse to continue as the annuitant. This is considered a reason for a Carrier to hard reject a broker/dealer change in the ACATS/IPS process.	HRJ	All transactions types
043	Product Feature Restriction	Transaction cannot be processed due to product feature restriction Ex- There may be contracts that have product features/riders that implement additional rules around ownership/beneficiary changes. If the rider does not permit custodial owner and/or beneficiary change as part of the broker/dealer change, this reject reason may be used.	HRJ	CAT

050	Rep not appointed with carrier	Used to alert B/D that a rep is not appointed, which means that they cannot be a rep of record on the contract. Used for instances where Carrier does not permit contract to be setup as a House Account.	SRJ for CAT HRJ for REP	CAT, REP
051	Rep not registered with Receiving firm on carrier's records	Used to alert B/D that the Carrier does not have this specific rep associated with the receiving firm.	SRJ for CAT HRJ for REP	CAT, REP
052	Need Rep Information for Additional Reps	Carrier will use this code when it receives a CAT with an All Agents Included Indicator of N. This means that there are more than 4 reps on a contract and the B/D needs to send a REP transaction with the reps.	SRJ	CAT
053	House Account	Carrier will not allow transaction to be processed if contract is in a house account. Currently, the only transaction this would apply to is a BEN transaction.	HRJ	BEN
054	Number of Agents Exceeds Carrier Limits	Carrier's internal system cannot hold the number agents requested to be setup on the contract. If this code is used, than the Carrier will need fill field 7046 in 73-01 record.	SRJ for CAT HRJ for REP	CAT, REP
070	Need Beneficiary Information for Additional Beneficiaries	Carrier will use this code when it receives a CAT with a multiple beneficiary indicator of Y. In this case, the beneficiaries would need to be submitted in a BEN transaction.	SRJ for CAT	CAT

800	Related ACAT transaction not ready for processing	This reason would occur in the scenario where the CAT received by the Carrier has both multiple beneficiaries and more than 4 agents on the contract. In this case, the Carrier would soft reject the CAT with a status reason of 999. The broker/dealer would then need to send both a REP and BEN transaction. If the Carrier receives one but not both transactions in the same file, the Carrier would soft reject the transaction that they received with the 800 code. This tells the B/D that they received the transaction, but they are waiting for an additional transaction before they can process.	HRJ	REP, BEN
801	Transaction already completed	This may occur if a B/D sends the same request in twice before the Carrier has a chance to confirm the first one. The Carrier may need to inform the B/D that they already processed the first request.	HRJ	REP, BEN
810	Carrier Internal Conflict	Will be used for Non-ACATS REP and BIN changes. Used	HRJ	REP, BIN

		when a carrier cannot process a transaction due to an internal system issue and cannot pend the transaction. This reject will be used by the Carrier to inform the distributor that the transaction was not processed and instruct the distributor to re-submit transaction on a subsequent day.		
900	ACATS Control Number has expired	This code will only be filled by IPS when a TEX transaction is sent out.	HRJ	TEX
999	Multiple Reasons	This transaction is used when there are multiple reasons for rejecting a transaction. The 73-01 would indicate multiple reasons and the actual reason would be filled on the 73-10, 73-20 or 73-30 records (whatever is applicable).	SRJ for CAT HRJ for REP	CAT, REP

Change Log

3/24/05	Add the following codes: 017, 018, 053, 054
11/15/05	Added codes 041, 042, 810
7/19/06	Added code 043 Added notes to cover page indicating to not use SRJ for anything but the CAT transaction.
12/1/06	Corrected Code 070- this code is only used with a CAT and it is a SRJ status. – previously indicated as HRJ with a BEN trans type.