



LIFE INSURANCE & ANNUITIES

POS Phone Interview Process

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Phone Interview Requirements:

These requirements **MUST** be met to complete the phone application:

1. Insured/Owner / Payor must all be the same person
2. You and the proposed insured **MUST** agree to complete the application via the phone interview process using Voice Signature
3. Your applicant does **NOT** need a translator – all interviews are conducted in English
4. Must be a PAC / Monthly EFT

Note: *Voice Signature Option is not available in the state of Connecticut*

Pre-Interview Qualification:

Please have these steps completed prior to 3-way calling into the phone interview line:

1. Complete the **Final Expense Point of Sale Agent Worksheet (Form 2416-A)** to ensure the phone interview is completed efficiently (non-medical information)
2. Provide the proposed insured a copy of the **Final Expense Disclosure (Form 141720-N)** (ICC and state-specific versions, CA, DC, FL, IL, OH)
3. Provide the proposed insured a copy of the **Accelerated Living Benefit Rider Disclosure (Form 1767)**, if face amount is at least \$7,000 and if available in that state.
 - State specific versions (CA, CT, FL, IL, NV, PA, TX, VA)
 - Not available in (IN, MS, SC, VT, WA)
4. Provide **Replacement Form (Form 1856)** (NAIC or State Specific) if required
 - NAIC States: (NAIC states: AR, AZ, CO, CT, IA, KY, MD, ME, MS, MT NC, NE, NJ, NM, OH, OR, RI, SC, SD, TX, UT, VA, VT, WI,WV)
 - Required if client has current insurance or is replacing it
 - Replacement Form can be signed verbally and does not need to be faxed into the Home Office.
 - State Specific: Complete the 1856 and 1867 replacement forms, which are **Only** used if client is replacing
 - Client will need to physically sign the replacement forms
 - Signed Replacement Forms need to be faxed to 866.787.1450 or mailed to 230 16th Street, Rock Island, IL 61201
5. Pre-Qualify the proposed insured by going over the 9 “Yes or No” medical questions. These questions are located on page 2 of 6 of the paper application.
 - If questions 2 thru 7 are answered “Yes”, then the applicant is not eligible for coverage

- If questions 8 or 9 is “Yes”, then they still may be approved for the Graded Death Benefit (GDB)
 - Year One - Graded Death Benefit pays out 30%
 - Year Two – Graded Death Benefit pays out 70%
 - Year Three – Graded Death Benefit pays out 100%
 - **Note: Unless Accidental Death, then it pays 100% from day one**
- 6. Do a real time Lookup up of any prescriptions the client is taking using the ‘Final Expense Rx Lookup’ options available via your Agent Web Portal.
It will indicate if it’s a decline drug or if it is eligible for the GDB. Click here to access your real time RX Lookup: [RX Lookup](#)
Note: If you have any questions regarding medication or health conditions, please call Underwriting at 800.627.4762, Option 1, Option 1.

Conduct Phone Interview:

Call 866.281.9228 to conduct a three way call with the interviewer. Interviewers are available:

- Weekdays: 8 a.m. – 9 p.m. Central Time, Monday – Friday
- Weekends: 8 a.m. – 3 p.m. Central Time, Saturday **ONLY**

What the **Agent** can expect during the Phone interview:

- Will be asked your name and agent number (*Always required*)
- Will be asked to provide the information you collected on the **Final Expense Point of Sale Agent Worksheet (Form 2416-A)**
- Will be asked to verify the **Final Expense Disclosure (Form 141720-N)** was provided to the client **AND** that they have read it
- Will be asked if you agree with the Voice Signature and collect your Voice Signature

What the **Client** can expect during the interview:

- Will be advised the call is being recorded
- Verify clients name, address, Social Security Number and date of birth
- Obtain voice signature authorization to order the MIB Report and other information
- Ask the medical questions
- Review the RX Profile and MIB Report, additional questions may be asked based on these findings

In most cases, a Point of Sale (POS) decision (Approved, Decline or Referred) is provided. If approved, the certificate is issued the next business day. Occasionally, the application warrants additional review and would be referred to the Home office. You will typically receive a decision in 2 to 4 days.

Post Interview:

If you have any questions regarding the decision, you can contact Underwriting at 800.627.4762, Option 1, Option 1.

Fax any replacement forms to New Business at 866.787.1450

Sales Support Resources:

Attached are the following forms:

- POS Voice Signature Agent Reference Guide
- POS Voice Signature Form
- Agent Guide