

HELPFUL HINTS FOR THE BROKER

Through the application process, remember to:

1. Explain the application, set expectations on how long it might take, and explain the “life cycle of an application.”
2. Explain to your client the medical exam and inspection process.
3. Complete limited insurance agreement when submitting cash with application.
4. To ensure the best exam results, encourage your client to:
 - fast for at least 12 hours prior to the exam.
 - avoid foods that are high in salt.
 - avoid alcohol for at least 8 hours before the exam.
 - avoid strenuous exercise for at least 12 hours prior to the exam.
 - avoid tobacco for at least one hour prior to the exam.
 - bring a list of all current medications, including dosages, name, address, and phone number of the physician prescribing the medications.
 - If a stress test is required, advise your client to wear comfortable clothing and athletic shoes.
5. Fully answer all questions on the application, and use your client’s full legal name.
6. Write legibly using black ink. Take your time and write the information so that it can be read.
7. Document Aviation, Avocation, and Foreign Travel. (Check with specific carrier at time of application for specific forms, and check with state for compliance regulations related to foreign travel)
8. Explain the insurable interest and financial justification.
9. Make sure the application is signed by you, your client, and the policyowner(s).
10. Foreign citizenship of client—make sure to address country that client is a citizen of, provide copy of visa (type and expiration), provide copy of green card, or supply green card number.
11. Complete the Part 2, medical information section of the application:
 - Ask probing questions—Ask about the frequency of the condition; date of diagnosis, treatment given, and by whom. Also include start and stop dates, if recurrent.
 - Use concrete terms—Be specific about treatment and medications, using accurate spelling, dosage, and reason for medication
 - Provide details of all treatment—Give start and end dates all medical treatment for the past 5 years.
 - Provide physician information—List full names, addresses, and phone numbers for all physicians consulted.
 - Provide details of any cognitive or functional tests during the past 5 years

A properly completed application with medical information can help to speed the underwriting process along and will not leave the prospect wondering, “What’s going on with my application?”

The Insurance Exam: Setting Client Expectations

Example of form/letter to provide to your client:

An examination will be required when applying for life insurance. The degree of testing is determined by your age and the amount of insurance you have applied for. The exam can consist of any of the following:

- Health history
- Vital signs, to include blood pressure, pulse, height, weight, and chest measurements (for males only)
- Urine sample
- Blood sample
- EKG or treadmill
- Doctor examination (an exam performed by a doctor)
- Chest X-ray (due to certain ages, face amounts, and smoking status)

The exam is performed by an approved paramedical facility. They will contact you to make an appointment that is convenient for you. The examiner will advise you of what the exam will consist of from the list noted above and advise you of any necessary instructions.

Please note the following before taking your exam:

- Try to relax prior to the exam.
- Please fast for at least 8 hours prior to the exam.
- Avoid strenuous exercise for at least 12 hours prior to the exam.
- Try to abstain from the use of stimulants at least 1 hour prior to the examination (smoking, coffee, tea, soft drinks, or anything containing caffeine).
- Alcoholic beverages should not be consumed for at least 12 hours prior to the exam.
- Please prepare a list of doctors' names and addresses that have been seen in the last few years.
- Bring a list of all current medications, including dosages, as well as the name, address, and phone number of the physician prescribing the medications.
- Please bring a photo ID (driver's license).

There is no cost to you for the exam. If you would like a copy of your lab results, please write and sign a short note addressed to the carrier where you are applying for life insurance, indicating you would like a copy of your lab results sent to you. We will forward to the carrier.

Example of letter to client after taking application, thus setting the expectations the client should have when applying for life insurance.

WELCOME “ABC” Company

(Date)

(Client Name)

(Address)

(City, State, Zip Code)

Dear (Client Name):

Thank you for placing your confidence in us. We are committed to providing you with the best service in the business.

We have completed our in-house process and have forwarded your application(s) to (Company Name or Names) for medical history review and underwriting approval. Every week, we will communicate with the carrier on your case. Once all requirements are received and the policy is issued, we will be calling you to make arrangements to deliver the new policy. During the underwriting process, we may be in contact with you if the carrier requests additional information or clarification.

Note: Please be advised that the time between when an application is submitted and a policy is issued varies based upon several factors and could take anywhere from 4 to 8 weeks. This all depends on when the exam is completed; if there are medical records that need to be obtained from your doctor, and if any additional forms/questionnaires are being requested by the underwriter.

We will work to expedite the handling of your application, as our primary goal is your satisfaction! In the meantime, please do not hesitate to contact us with any questions or concerns. You may reach us at 505-555-1212.

Thank you again for your business with ABC.

Best Wishes,

Broker Name

Registered Representative

Company Name