

TO: All Contracted Final Expense Agents

RE: Changes to eApp Signature Processes / Identity Verification

As a result of the COVID-19 pandemic, many life insurance companies were left scrambling to adjust their processes to accommodate remote applications via eApp or teleApp.

Fortunately, when the pandemic hit, Liberty Bankers Life was already well positioned to accommodate the remote application world with the POSTI telephone application process – but we knew we could do even more to make it easier for you to write business with us. For this reason, in August of last year, we added our preCHECK and eApplication processes – sales have skyrocketed!

One side effect of transitioning to a remote application environment is that it introduced new challenges. Across the industry, one of these has been an uptick in questionable activity with applicant identity. While we've been more fortunate than some companies, we have seen some scenarios which are ultimately resulting in bad business being written, and therefore, large debit balances created.

So, to further strengthen the protection of our producers and consumers, effective Monday, April 5<sup>th</sup>, we are making modifications to the eApp processes.

The phone application process and applicants using the 'voice signature' option of the eApp will see positive changes which will improve time efficiency. ***However, for those electing the 'type to sign' option of the eApp, an additional step in the process is being introduced.***

### **An Overview of Signature Options**

LBIG offers two methods that an applicant can use to authorize and sign an application for insurance - Voice Sign and Type to Sign.

**Voice Sign** is used for all phone applications, and can also be used for eApp – whether the applicant is sitting in the room with you or talking over the phone. ***This is the preferable way to have your applications signed in order to give agents the most protection from questions arising whether the applicant actually applied for insurance.***

**Type to Sign** is used exclusively for eApp, and ***should only*** be used when the applicant is physically present with you during the application process.

**Changes to LBL’s eApp Process**

Application Section	Change
<b>Agent Information</b>	<b>New Question:</b> Is the Applicant physically present with you right now?
	<b>NO Answer:</b> Default to Voice Sign option.
	<b>YES Answer:</b> Will offer Voice Sign or Type to Sign options.
<b>Applicant Authorizations:</b>	<b>Voice Sign:</b> The authorization questions have been modified to <b><i>speed up this process</i></b> . The new process will remove a lengthy verification of the applicant and replace it with a simple question asking the client to state their full name, date of birth, and last 4 digits of their social security number.
	<p><b>Type to Sign:</b>            If the Type to Sign option is used, a random sample of applications will be selected for the new phone identity verification call. <b><i>You will be notified at the end of the application if the application was selected.*</i></b></p> <p>If you would prefer to avoid the possibility of your case being selected for the outbound verification call, select the voice sign option.</p>
<b>Agent Signatures:</b>	<p><b>If the applicant is using the Type to Sign option, once you have completed the agent signature, a message will display indicating if the case has been selected for the identity verification call.</b></p> <p><b>If so, the you will be asked</b> to communicate with the applicant that for identity verification purposes, a phone call will be made to them in the next 2 hours. For this short one-minute call, they will need to verify their name, date of birth, and last 4 of SSN.</p> <p>Most importantly, please inform the applicant that the application will not be processed until the verification call has been completed.</p>

	<p>Our phone verification team will place the verification call within 2 hours of the application being completed, unless the app was finished after 7:00 p.m., in which case, it will be made first thing in the morning.</p> <p>There will be up to 3 attempts made, after which the agent support team will be notified – they will make contact with you to help ensure the verification call is completed.</p>
<b>Premium Payment</b>	<p><i>LBL has a new “<b>window time limit</b>” allowing to postdate the first premium draft of 35 days from the date of the signed application.</i></p>