

# Critical Illness Insurance, Cancer Insurance & Heart Attack/Stroke Insurance

E-Application Frequently Asked Questions

## Background & Benefits

### Q. What is the e-App?

A. It's an electronic application for cancer, heart attack, stroke and critical illness insurance that's designed to improve valid application efficiencies. You complete the e-App in person or on the phone. It's not approved for applicants to complete themselves.

### Q. What are the benefits of the e-App?

- A. Using the e-App will:
- Allow you to run a quote
  - Allow you to complete an application "in good order"
  - Ensure you're using the right forms
  - Offer the ability to view and/or print state filed forms at any time
  - Reduce application scrubbing time
  - Allow you to choose your method of signature collection – e-signature email, e-signature face-to-face or wet signature
  - Provides a paperless, "green" experience

## Getting Started

### Q. How do I access the e-App?

A. You can find the e-App on Sales Professional Access at [mutualofomaha.com](http://mutualofomaha.com).

### Q. Is Internet service required to use the e-App?

A. Yes. The e-App is a web-based system. You need an Internet connection to log in to Sales Professional Access and complete the application. This provides you with a safe, secure platform for your client's personal information.

## Payment

### Q. How do I submit premium payments?

A. The only method we currently support is the initial payment of premium via automatic bank account withdrawal. No checks will be allowed.

### Q. Do you support credit card payments?

A. Not at this time.

## Completing the App

### Q. Can I run a quote?

A. Yes, you can determine the appropriate benefits and premium and complete an application at the same time.

### Q. Can I choose the order in which to complete the application?

A. Yes. You may navigate to another section of the app at any time by clicking on the **Table of Contents** tab and selecting the section you wish to work on. However, you cannot submit the app unless all sections are complete.

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**Q. Will the e-App edit any mistakes I enter?**

**A.** No. The e-App does not edit for validity of information such as entering the incorrect date of birth or incorrect email address. The e-App does check for completeness of the application and will alert you if a section is not completed before you proceed.

**Q. Can I save my information?**

**A.** Yes. The e-App is designed to automatically save the information you have entered. If you have not completed the app, the status will appear as "incomplete." You can access the app at a later time through your dashboard. Click the **View** button for information, then click the **Edit** button to reopen the app and resume working.

**Q. How can I quickly get to the sections of the e-App that are incomplete?**

**A.** You can click on the highlighted task on the left side of the application questions and it will take you to the section that is not complete.

**e-signatures**

**Q. What is e-signature?**

**A.** An e-signature allows both you and the applicant to review, sign and electronically submit an application via the Internet. To take advantage of the e-signature email option, an email address must be collected from the applicant and the applicant must have access to the Internet.

**Note:** The producer's email address is not acceptable or allowed for any signature other than the producer's e-signature.

**Q. What is a wet signature?**

**A.** The wet signature option allows you to complete the application online, print the completed application and have your client physically sign it. This is the same process that is used to submit applications outside of the e-App process.

**Note:** If the wet signature process is used, both the applicant and producer must use the same signature process.

**Q. After the app is signed, can I change any information on the e-App?**

**A.** Yes, unless the e-App has already been submitted. However, once you have applicant signatures and you want to edit the application, you will be required to obtain new signatures. A warning message will display.

**Q. Can I print a copy of the app?**

**A.** Yes. You can print the e-App by clicking the **View** button to view the app as a PDF file and print accordingly.

**Q. How long will incomplete apps appear on my dashboard?**

**A.** Incomplete apps will remain in the system for 30 days.

**Communications**

**Q. How will I know the e-App has been sent to Mutual of Omaha?**

**A.** An email will be sent to the email address that we have on file for you, or the dashboard will reflect a **Submitted** status.

**Q. What is a dashboard?**

**A.** The dashboard will provide you a complete list of your applications and their current status. You can access your dashboard by clicking on the **View Applications** button once you sign into the e-App platform.

**Q. Who should I contact for questions about the e-App?**

**A.** For functionality or technical issues, contact the Field Assistance Center at (800) 847-9785. For usability questions, contact [sales.support@mutualofomaha.com](mailto:sales.support@mutualofomaha.com).