

Fixed index
universal life
insurance (FIUL)

New Business and Underwriting: Committed to Service

We're committed to being consistent and dependable partners – whether you're sending a new application, have a question for your case manager, or just need to know our processing times.

	SLA (in business days)	Internal Partner
Application Entry and Confirmation	3	Case Manager
Administrative Requirement Review	4	Case Manager
Underwriting Requirement Review	5	Underwriter
Final Underwriting Decision	3	Underwriter
Policy Issue/Send Out	3	Case Manager
Delivery Requirement/Premium Processing	4	Case Manager
Informal Case Review	15	Underwriter
Phone Call Response	2	Underwriter/Case Manager
Email Response	2	Underwriter/Case Manager

Our goal is to be accessible and responsive – that means your dedicated team will be accessible by phone whenever possible. If your team is on another call or not available, they'll return your phone call or email within two business days.



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Guarantees are backed solely by the financial strength and claims-paying ability of Allianz Life Insurance Company of North America (Allianz).

Product and feature availability may vary by state and broker/dealer.

Products are issued by Allianz Life Insurance Company of North America, PO Box 59060, Minneapolis, MN 55459-0060. 800.950.1962. www.allianzlife.com

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