



Sending Files or Messages to LLIC

Lafayette Life has enhanced the ability to send files to New Business and Underwriting. Submitting documents with an existing policy number through our **Send Files** link now provides them directly to New Business and Underwriting instead of our typical imaging process. This secure format also allows you to correspond with New Business and Underwriting without sending documents to respond to outstanding requirements or obtain status updates.

All paper applications, items sent with no existing policy number, and Customer Service items will continue to be handled through our normal imaging process.

Important Changes to Know

- › Ensure you have entered the correct existing **policy number**.
- › Select the correct **department** that the message or form is directed to, to ensure your form or correspondence is reviewed by the correct department faster.
- › When selecting the **paperclip icon** to upload a document, the type of document being sent must be selected.

If the item being sent does not match an option available, **New Business Correspondence** or **Underwriting Correspondence** are the default options that can be selected.

Correspondence Options

New Business

- New Business Correspondence
- 1035
- Additional Application Pages
- Illustration
- Disclosure
- Replacement
- Pre-Authorized Withdrawal
- MEC Disclaimer
- Suitability
- Delivery Requirements

Underwriting

- Underwriting Correspondence
- Medical
- EKG
- Labs
- APS
- Questionnaire

- › If multiple forms or correspondence are being uploaded at one time, simply click "Add" to attach multiple forms or correspondence.

Need answers about using the enhanced Forms Upload option? Contact New Business at 800.443.8793 ext. 3750.