

# 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.

Underwriting

Underwriting

Questionnaire

Medical

EKG

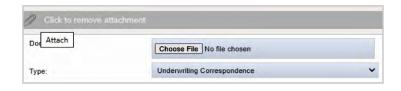
Labs

APS

Correspondence

- > 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
- 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.

# Send Files or Message LLIC The Secure File Transfer process is the preferred method for sending files to the Lafayette Life Home Office. This process allows you to send five (5) files to LLIC at a time. Please note that we can only accept text files (such as PDF, Word, Excel) at this time with a maximum file size of 35MB. Non-printable files are not currently supported. Additional options are available to communicate directly with the New Business associate or underwriter assigned to your case by using the message field. New Business Customer Service Is there a policy number associated with this Yes upload? No No Policy Number: Message To: New Business Underwriting Add Your Contact Name: Your Contact Phone: