# Customize, Revise, Reopen



January 31, 2023



# **Agenda**

How to customize an offer

How to revise an offer that has been accepted by the client

How to reopen an application that has been closed

Q&A



# **Customize Offer**



## **Customize options**



Once underwriting has made a decision and the offer has been released, GA/ advisor has the ability to change:

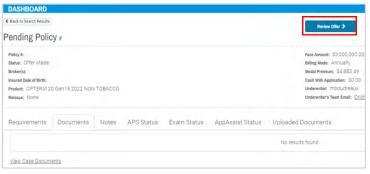
- Payment frequency
- Face amount
- Term duration
- Enable or disable Save Age (if eligible)

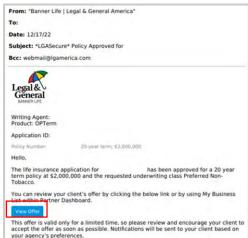
#### Notes:

- An offer can be customized after the offer has been released
- If any other changes and/or corrections need to be made please send the request to onlineapp@lgamerica.com

#### **Review Offer**







#### There are 2 ways to access the offer

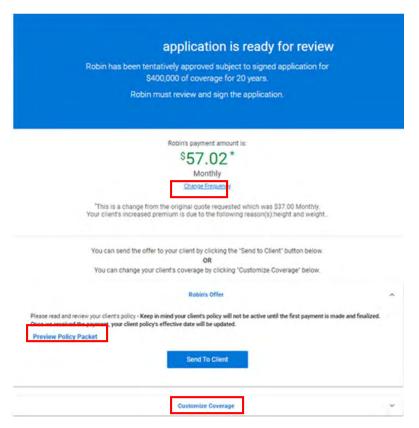
- From Partner Dashboard, click on the **Review Offer** button located top right corner
- Click on the **View Offer** button within the offer email

#### Notes:

- Offer email will be sent to the address entered in the Digital Application Preferences
- If the policy is approved worse than applied for the rate class and reason can be found within the Decision Tab or Application History located in Application Manager. After reviewing the reason you can access the offer email from Inbound/Outbound comms

#### Offer screen



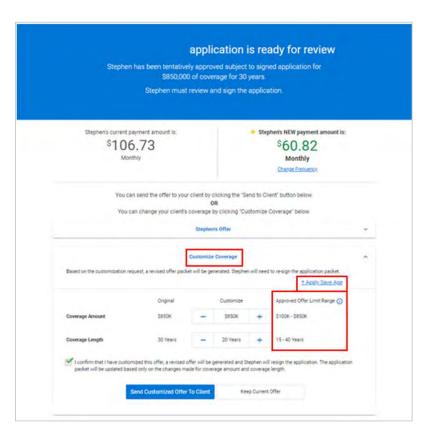


#### From the offer screen:

- **Change Frequency** link allows the payment frequency to be changed to another mode of premium
- Preview Policy Packet, provides a preview copy of the policy; can be saved as a PDF and sent to advisor
- Customize coverage allows you to make changes to the
  - Coverage amount
  - Term duration
  - Enable save age, if eligible

#### **Customize Offer**



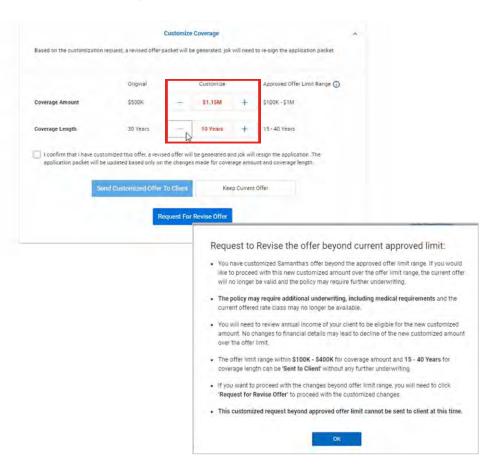


#### To customize an offer

- Click on **Customize Coverage** located at the bottom of the screen
- If eligible to save age, **+Save Age** will be visible; to apply, click on +Save Age
- The maximum face amount/term duration requiring no additional underwriting is located under the Approved Offer Limit Range
- Click on -/+ to adjust the face amount and/or term duration
- The new premium will appear next to original premium at the top of the screen
- To release offer to client, click confirmation box then Send Customized Offer to Client
- If changes are not to be made click on **Keep Original Offer**

# Customizing an offer BEYOND the approved offer limit range



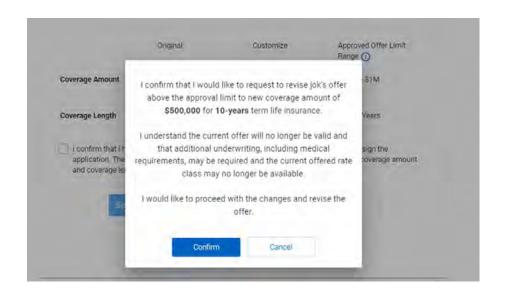


- Offer can be customized beyond the 'Approved Offer Limit Range'
- If the offer is beyond the 'Approved Offer Limit Range' the values will be displayed in red
- Pop up box will explain the offer is beyond the approved offer limit range and if you proceed the offer will no longer be valid and may require further underwriting
- Click on Request For Revised Offer

Note: The maximum requested coverage amount is \$10m

# Customizing an offer BEYOND the approved offer limit range

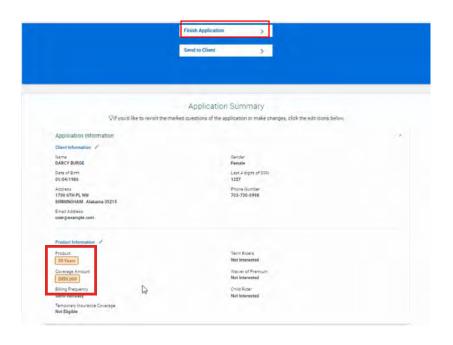




- Another pop up message is displayed with revised coverage details
- The revised coverage amount is displayed
- When Confirm button is clicked, the GA will navigate to Summary page

# Customized offer BEYOND the approved offer limit range

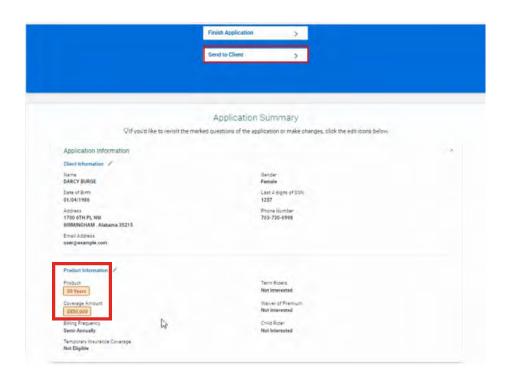




- GA/advisor will be brought to the Summary page
- The summary page will reflect the revised coverage and is displayed in Red
- GA/advisor can select Finish Application or Send to Client
- If Finish Application us selected GA/advisor is taken through condensed journey to trigger rules and third party information
- Once completed click **Complete Amend**button to finalize the Revised offer

# Customized offer BEYOND the approved offer limit range

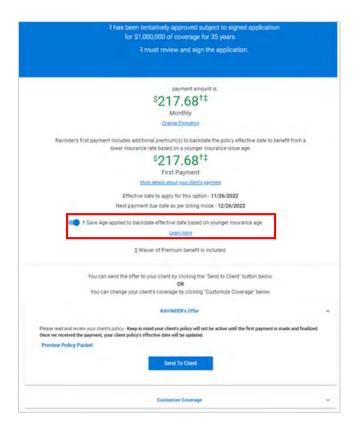




- If Send to Client is selected, an email is sent to Applicant to log in and complete the Amend process and resign the application; rules and 3<sup>rd</sup> party data will be run
- Status of the application changes to UW Review or Further Evidence Required
- Labs will only be ordered if needed and no valid labs are already on the file

Note: If the Customized Offer request is declined the applicant may be still be able to accept the original offer.

## Offer with Save Age applied



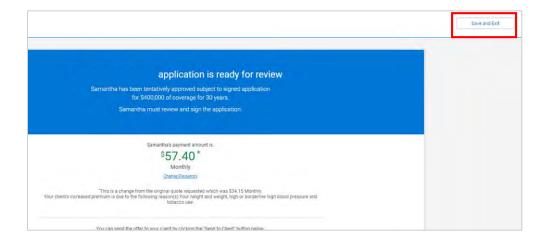


#### When Save Age has been applied:

- A + (plus) sign will be displayed next to both the premium amount and first payment amounts
- The policy effective date and the next payment date will also be displayed
- If the applicant no long wants to save age, simply click on toggle button to disable Save Age;
- A pop-up window appears confirming the selection to remove the Save Age option
- Premium will change to reflect current dating of the policy

#### **Save and Exit**





#### Important!

If an offer is reviewed but not released please click on 'Save and Exit' in the upper right corner; this will prevent the offer from being locked **Revise Offer** 



## **Revise Offer**



- Offers can now be revised after the offer has been accepted but before
  payment has been made and policy has been placed in force
- Changes can be made to the
  - Payment mode
  - Coverage amount
  - Term duration
  - Enable or disable save age

# How to Revise the offer



Latest Activity 1.	Submitted/ Effective	Company	Policy #	Туре	Status	Application Method	Custome
01/28/2023	01/29/2023	BNR		Application	Offer	Online App	
09:24 PM					Accepted		

Uploaded Documents	Requirements	Documents	Notes
	Uploaded Docu	ments	

To revise an accepted offer

- Click on the case from Partner Dashboard
- Click on the **Documents** tab
- Click on View Case Documents

#### How to Revise the offer



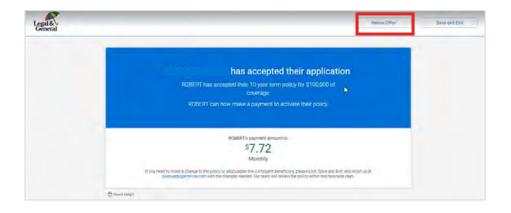


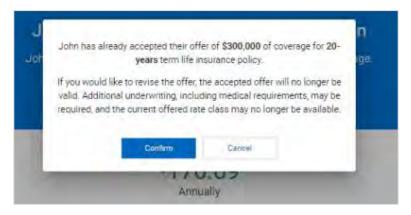
# Hello, The approved life insurance offer for expires 02/04/2023. This is your final reminder, so please review the offer now and encourage your client to accept today. To review your client's offer, click below or use My Business List within our Partner Dashboard. View Offer If your client doesn't respond to the offer today, we'll remind them with a separate notification. Thank you, Customer Support

#### From Application Manager:

- Click on Inbound/Outbound
  Comms and look for the Offer
  email; recipient should be
  Agent; if there are a lot of
  emails you can narrow your
  search by clicking on
  Recipient at the top and
  selecting Agent
- Click on the email to open, then click on View Offer

### **Revise Offer**



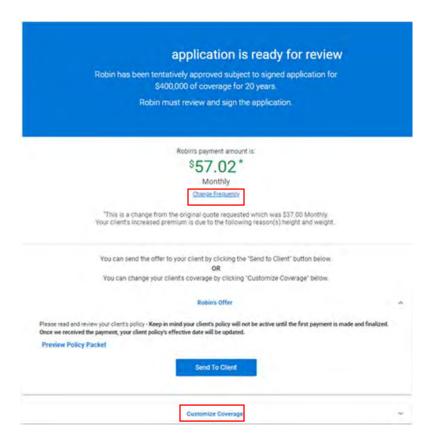




- Offer screen will indicate the offer has been accepted
- Click on Revise Offer located at the top of the screen
- Popup message will appear stating if the offer is revised, original offer is no longer valid and additional underwriting may be required
- Click Confirm to update coverage

# **Revise Offer Customize Coverage**





From the Offer screen, the same process is followed as when customizing the offer

**Reopen Applications** 



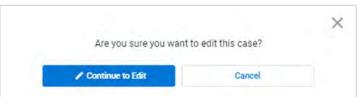




- Ability to reopen an application that has been closed due to following statuses:
  - Incomplete
  - Postpone
  - Withdrawn
  - Approval offer has expired
- For reconsideration on an application that has been declined send email to onlineapp@lgamerica.com





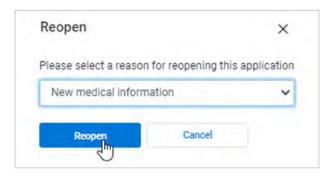




- To reopen, from Application Manager Click on Enable Edit located at the top of the screen
- Click on **Continue to Edit**
- Click on the **Reopen** button in the upper right corner

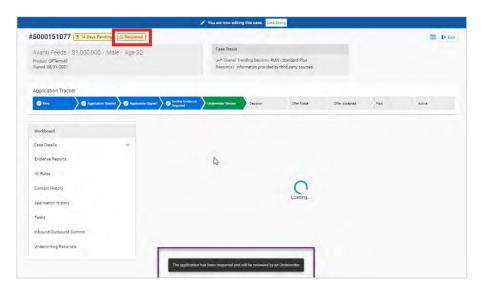






- Select the reason to reopen
  - Client reconsideration (withdrawn or offer expired)
  - New medical information (incomplete or postponed)
  - New financial information (incomplete or postponed)
- Click on **Reopen**





You are now editing this case. Done Editing

- Once the case is reopened an indicator will appear in the upper left corner indicating the file has been reopened
- To close the Edit tool click on **Done Editing** at the top of the screen
- GA will receive an email to upload the new evidence

# Reopen- email notification to GA





Writing Agent: Product: OPTerm

Application ID:

Policy Number: !

15-year term; \$500,000

Hello,

As requested, we are in the process of reopening your client, application. In order for us to continue with our review we need you to provide the following document: New medical information

To upload the necessary document simply click below. Then click the 'Edit' button on the displayed screen, open the Inbound/Outbound Communications tab, and click the 'Upload' button.

**Upload Document** 

Thank you,

**Customer Support** 

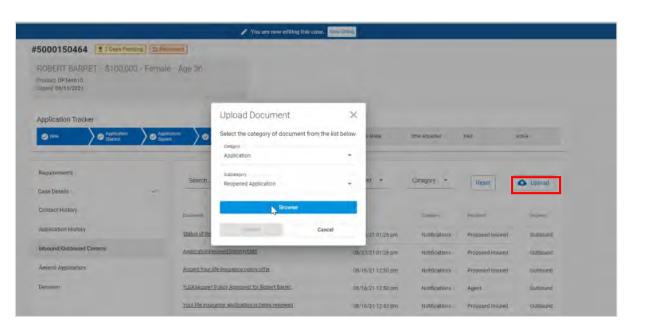
Banner Life Insurance Company | A Legal & General America Company 1-855-914-9115 8:30am to 5:00pm EST, Monday-Friday

OnlineApp@lgamerica.com

- When an application has been reopened an email notification will be sent to the GA requesting the new information be uploaded.
- Click on the **Upload Document** link in the email
- This will open Application Manger to enable Edit mode and upload document as displayed in next slide

# **Reopen-Upload Document**



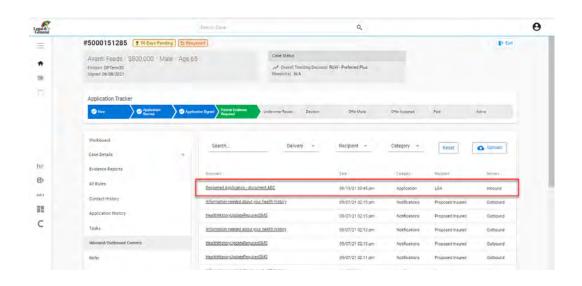


- To upload new evidence click on Enable Edit
- Click on the **Upload** button located on the right
- Select **Application** and then **Reopened Application**

**Note:** the Upload feature is only available when an application is being reopened

# **Reopen-Upload Document**





Uploaded documents can be seen under Inbound/Outbound Comms section

# Reopen- email notification to client

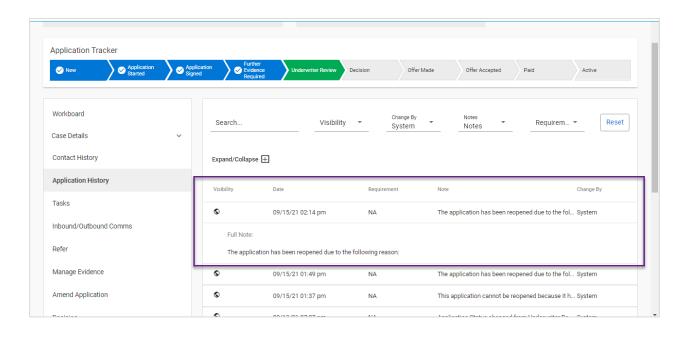


From: "Banner Life | Legal & General America" To: webga@lgamerica.com Date: 12/15/21 01:37 PM Subject: \*LGASecure\* Your life insurance application has been reopened Bcc: QaUat04@Igamerica.com Your Agent: Banner Life Insurance Company Your application ID: 5100000432 Hi Darcy, Your application has been reopened and is now being reviewed by our team. If you have any questions or concerns, please feel free to contact us. Our team of experts is here to help. Thank you, **Customer Support** Banner Life Insurance Company | A Legal & General America Company 1-855-914-9115 8:30am to 5:00pm EST, Monday-Friday OnlineApp@Lgamerica.com

Email sent to client when the application has been reopened

# **Reopen – Application History**

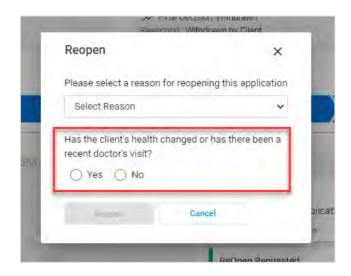


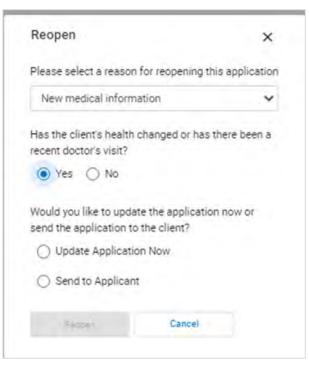


**Application History** will reflect a note when application is successfully reopened. Reason selected is also displayed in the note.

# Reopen when application is over 60 days old



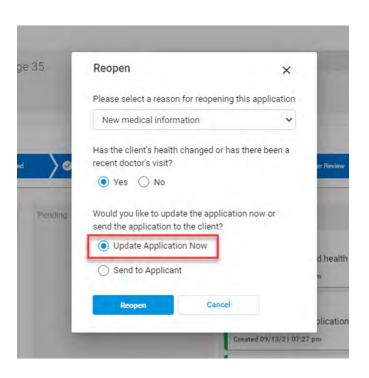




If the application is over 60 days old a change in health question will appear:

# **Update Application Now or Send to Applicant**





- When selecting **Update Application Now** GA/advisor will be redirected to Application summary page where the application can be updated
- GA/advisor will only be able to edit Client & Product information and can click on "Send to Client" button on Summary page for the applicant to update their health history
- When selecting **Send to Applicant** email will be sent to applicant
- Applicant is allowed to edit only Health history section of the application

# Reopen- email notification to client





- This email will be sent every other day, for 14 days from the date the reopen is requested
- When client clicks on 'Update Application' button in the email or link in the SMS, they will be redirected to application summary page to update the application
- Applicant can only update the 'health history section
- GA will be bcc'd on the first and last email

# Applications ineligible to be reopened



Applications may not be eligible to be reopened for the following reasons:

- Client is uninsurable
- Agent's license has expired
- Application has expired
  - 20 60 application cannot be over 12 months old
  - 61 75 application cannot be over 6 months old
- Applicant is over age 75

Questions?



# Thank You

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