

### **e-App Transition Process:**

If a Mutual of Omaha application is **pending e-signature or voice signature** following the release of the new product in New Hampshire (6/1/23), the client will receive the following message when attempting to sign the e-application:

***The Plan is no longer available. Please contact your producer at XXX-XXX-XXXX.***

When contacted by the client, you can access the application on your dashboard and complete the following steps:

- 1) Click- Edit Application
- 2) Click- Edit Quote.
- 3) Click- Get Quote. Select new plan/premium.  
*The new application will pull all the information from the prior underwriting company's application.*
- 4) Check the status of the application pages as there will be pages that will now appear "not in good order" for the following possible reasons:
  - ✓ In an underwritten situation, additional Health Questions will need to be answered; and/or
  - ✓ Depending on previously answered questions, there may be additional questions on the Previous/Existing Coverage page
- 5) Complete any additional information
- 6) Click- Continue to Review and submit again to client for signature.

*Your client will receive a **new** authorization number. Remind them to use this new authorization number when validating their application.*

**Compensation:** Commission schedules are available on [Sales Professional Access \(SPA\)](#). Please contact your Marketing Organization if you have any questions regarding your commission schedule.

**Affiliate Conversions:** All Medicare supplement policies are issued according to the underwriting company noted on the Medicare supplement application. Should your client wish to convert to another policy (from one Mutual affiliate to another), you must complete all applicable conversion paperwork, including your client's signed authorization, and submit that to us. Conversions are subject to underwriting.

**Agent of Record:** According to agent of record rules, commissions for Mutual of Omaha or its affiliates, Medicare supplement replacements will be paid only when the original writing producer sells the replacement policy.