



## Velocity Customer Portal FAQ

### Overview:

Protective is excited to announce our newest Velocity Capability, the Velocity Customer Portal – a secure, self-service website that is available to the customer 24/7 that assists the customer with completing their life insurance application.

### Available on:

August 16, 2023

### 1. What capabilities are available to the customer within the Velocity Customer Portal?

Available on mobile device or desktop	Schedule paramedical exams online
Application Tracker	Schedule phone interview online
Electronically Sign the Application Packet *May not apply for all applications*	Review the signed Application Packet
Electronically accept Policy Delivery	Ability to complete the Part II online

### 2. How does a customer get to the Velocity Customer Portal?

Customers can go to [protective.com/myapplication](https://protective.com/myapplication) or [myaccount.protective.com/myapplication](https://myaccount.protective.com/myapplication) to login or register an account to access the Velocity Customer Portal.

### 3. What if a customer does not have an account with Protective? How do they register their account?

New customers can go to [myaccount.protective.com/myapplication](https://myaccount.protective.com/myapplication) and select 'Register.' From there they will be asked to provide the following:

- First and last name
- Email address and password
- Security questions
- Date of birth
- Social Security Number
- Address and phone number

After completing the registration, a confirmation email will be sent to the email address that was provided.

**4. What should the customer do if they cannot complete their registration?**

If the customer experiences issues and cannot complete the account registration, they can call us at (800) 366-9378 and press 1.

**5. What if a customer already has an account with Protective. What will they have to do to access the Velocity Customer Portal?**

If customers already have an existing account with Protective, they will not need to do anything to access the Velocity Customer Portal.

**6. How will the customer know what to do to complete the application on their own?**

The Velocity Customer Portal makes it easy for customers to understand where they are in the application process. An application tracker will show them exactly which step of the process they are on.