

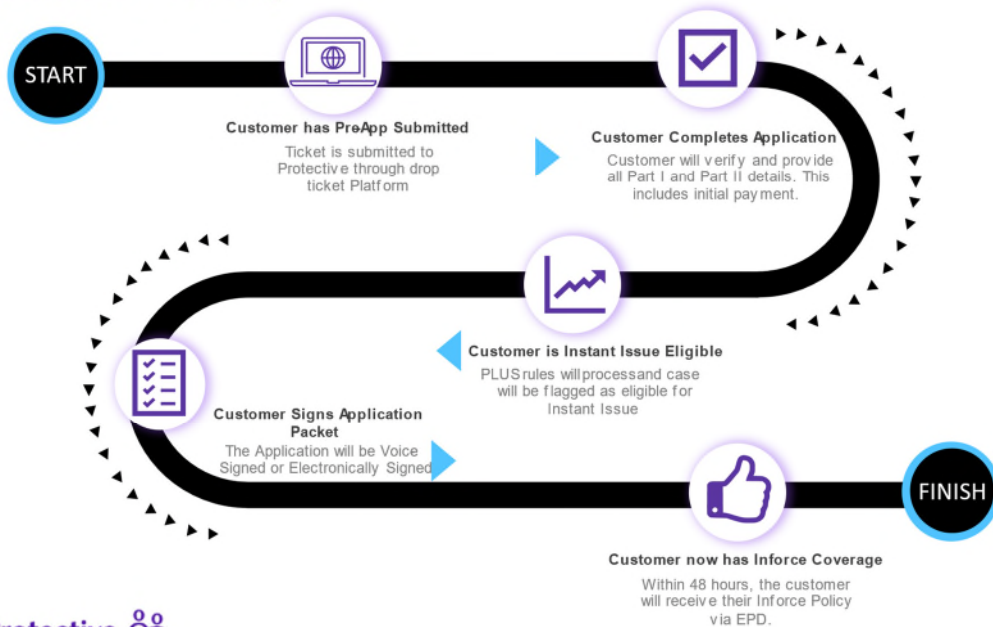
## Velocity Instant Issue

### FAQ

Protective is excited to announce additions to our Velocity Instant Issue process.

This Instant Issue process is eligible for our PLUS approved applications. Once the interview is completed, whether online or over the phone, Protective will be able to collect application signature and put the policy in force immediately. The in-force policy will be available to the applicant 48 hours later through myaccount.protective.com.

## Customer Journey



## Launch & Scope:

### 1. When will these enhancements be available?

May 2024

### 2. What Products are eligible for Instant Issue:

Instant Issue eligibility is dependent on all required information being obtained during the interview and all disclosures being accurately and thoroughly documented.

#### Products eligible:

- i. Protective® Classic Choice Term
- ii. Protective® Member Advantage Term for Costco members
- iii. Protective® Custom Choice UL
- iv. Protective® Lifetime Assurance UL
- v. Protective® Advantage Choice UL
- vi. Protective® Indexed Choice UL
- vii. Protective® ProClassic II

#### b. Products not eligible:

- i. Protective® One Year Term
- ii. Protective® Executive UL
- iii. Protective® Executive 10-Year Term
- iv. Protective® Non-Participating Whole Life
- v. Protective® Strategic Objectives II VUL

**3. What Digital Platforms can be used?**

- a. EZ-App
- b. iGO (iPipeline)
- c. Ebix
- d. Vive
- e. Techficient

\*If you would like to save age, please contact your Protective case manager.

**4. Does the agent have the option to opt out their applicant from the Instant Issue process?**

Yes. An agent will have the option to opt out their applicant through Protective's EZ-App on the policy summary page. If the applicant elects to complete their interview on their own, an agent cannot opt them out.

**5. Can an applicant be removed from the instant approval process after the application has been started?**

Yes, applicants can be removed from the Instant Issue process if information is updated that would disqualify them from Protective's instant approval process. **Please reference #8 for a full list of disqualifiers.**

**6. What is the Electronic Policy Delivery impact?**

The applicant will not need to log into our website to review and accept the policy – this will be completed via the interview process. Once the policy is in-force, the applicant can register their account and obtain a copy of the policy.

**7. What if the file has delivery requirements?**

If the file is deemed to have delivery requirements it will not be eligible for this process and would go through the normal Issue process.

**8. What scenarios would make the applicant ineligible for Instant Issue?**

1. The application state is New York or Louisiana
2. Owner is not a person-(ex-Estate, Trust, or Company)
3. Writing agent licensing and contracting not in good order
4. Initial Premium Payment type is 'Direct Bill'
5. Initial premium payment information is not provided before or at the time of interview.
6. Existing in force life insurance is being replaced but company name is not available at the time of the interview or prior.
7. No proposed insured email address for phone interviews.
8. Any Universal Life where the rate and premium changed causing the need for a revised Illustration.
9. If the application is not eSigned or Voice Signed for phone interviews.

*\*Some files may need additional review causing a potential delay in updating the placed policy available online for applicants.*

Insurance products are issued by Protective Life Insurance Company, Nashville, TN. Policy form numbers, features and availability may vary by state. Consult the policy for benefits, riders, limitations and exclusions. Up to a two-year contestable and suicide period. Benefits adjusted for misstatements of age or sex. All claims and guarantees are subject to the claims paying ability of Protective Life Insurance Company. Protective refers to Protective Life Insurance Company. Protective is a registered trademark of Protective Life Insurance Company. The Protective trademarks, logos and service marks are property of Protective Life Corporation and are protected by copyright, trademark, and/or other proprietary rights and laws.