

## **Frequently asked questions about eSCAN – Irish Life's new business scan and attach service in b-line.**

### **1. What does scan and attach look like in b-line?**

Take a moment to view this 2 minute movie it will show you how to do a scan and attach. <http://www.bline.ie/uploadedFiles/escan%20project%20wmv.wmv>

### **2. Can I use scan and attach for all my pipeline policies?**

Scan and attach is currently available for protection policies sold under the new 180 commission basis. We plan to extend the scan and attach facility to other types of policy and commission bases in few months time.

### **3. When I look at my pipeline cases why is there no option to scan and attach?**

Scan and attach is only available to cases written under the 180% new deal. You must be signed up to the new deal in order see the scan and attach option.

### **4. What if I don't have a scanner, where can I get one?**

Basic scanners are very cheap (less than 60 euro) and widely available in stores such as PC world, Power City, Currys, DID electric. Many printers now come with a built in scanner. Installing them is very straightforward.

### **5. Is there a size limit on the files I am allowed to attach?**

Yes. Individual files must not exceed 2Mb in size.

### **6. What if the files I want to attach are bigger than 2 Megabytes?**

None of the document types we are asking you to scan need be bigger than 2Mb. Check that the image quality setting on your scanner is not set too high. Image quality is measured in dots per inch (dpi). We recommend 70 dpi for scanned images.

### **7. What if my scanner produces separate files for each page of the scanned document?**

This is not a problem. You can attach many files for each upload. To select multiple files just hold down the CONTROL key when selecting your files. (The CONTROL key is usually located to the left of the space bar on your keyboard and is marked Ctrl)

### **8. Can I attach several types of document e.g. a CAB and a medical underwriting questionnaire?**

Yes but you must do them as separate uploads. Just attach and upload a document then repeat the process for the next one.

### **9. Is there a limit to the number of times I can upload documents for a particular case?**

No.

**10. What if I accidentally attach the wrong file to a case?**

If you haven't hit the UPLOAD button you can just use the CANCEL ALL UPLOADS button and start again. If you have already uploaded, don't worry. Just upload the correct or corrected document and the New Business team will use the later version.

**11. Is it alright if I add some margin notes to my CAB?**

We would prefer you not to. Please only provide the information required by the CAB fields proper. Extra information relating to the proposal should be entered on the additional information field in the bline application capture screens.