

# ADVANTAGE PLUS° — E L I T E ——

Hospital Indemnity Insurance

# AGENT RATES AND UNDERWRITING GUIDE

Minnesota – Annual

FOR AGENT USE ONLY

The GTL APP for e-Application is also available to download on Apple and Android devices.

**GUARANTEE TRUST LIFE INSURANCE COMPANY (GTL)** 

1275 Milwaukee Avenue, Glenview, IL 60025 www.gtlic.com | 800.323.6907

# Guarantee Trust Life Insurance Company

Advantage Plus Hospital Indemnity Insurance Rate Calculation Worksheet

To run electronic quotes, please visit our website GTLIC.com and click the blue Agent Login button in the top right. Once logged into GTL's Agent Portal, select "Quote & Submit" for easy and immediate product quotes

| Step 1: Determine Rates for Applicant's Age |   |  | Determine Rates for Spouse's Age   |  |  |  |
|---|---|--|--|--|--|--|
|   | Applic  | cant 1                                       | Applicant 2  |  |  |  |
| Choose at And numb                          | mount in \$10 increments er of days payable per Bene  4 □5 □6 □7 □8 □9 efit for a 1 day plan is \$1,000 | □10 □15                                      | Daily Hospital Confinement Benefit-To calculate the base annual premium:  Choose amount in \$10 increments And number of days payable per Benefit Period  1 3 4 5 6 7 8 9 10 15  Daily Benefit for a 1 day plan is \$1,000 to \$2,500  Daily Benefit for a 3, 4, 5, 6, 7, 8, 9, 10 or 15 day plan is \$100-\$990 |  |  |  |
|   | x = \$<br>Rate Annual Bas   | se Premium                                   | \$ ÷ 10 =<br>Per Day   |  |  |  |
| 00  |   |  |  |  |  |  |
| Step 2:                                     | Choose A  | Optional Riders oplicant 1                   | Choose Opti<br>Applio  | ional Riders<br>eant 2                       |  |  |
| \$50 per ui                                 | ce Service Benefit Rider<br>nit, up to 8 units<br>n Issue Age is 80)                                    | □ \$   | Ambulance Service Benefit Rider<br>\$50 per unit, up to 8 units<br>(Maximum Issue Age is 80)   | □\$  |  |  |
| Choose C<br>or 30 Day                       | nt Therapy Benefit Rider<br>calendar Year Benefit of 15<br>s<br>ccident Benefit Rider                   | □ 15 days □ 30 days  \$ □ \$5,000 □ \$10,000 | Outpatient Therapy Benefit Rider<br>Choose Calendar Year Benefit of 15<br>or 30 Days<br>Critical Accident Benefit Rider  | □ 15 days □ 30 days  \$ □ \$5,000 □ \$10,000 |  |  |
|   | m Hospital Benefit Rider<br>able if the 1 Day Benefit<br>chosen.)                                       | \$<br>\$\sum \\$250 \sup \\$500 \sup \\$750  | Lump Sum Hospital Benefit Rider<br>(Not available if the 1 Day Benefit<br>Period is chosen.)   | \$<br>\[ \\$250 \ \] \\$500 \ \] \\$750      |  |  |
| Outpatier                                   | nt Surgical Benefit Rider   | □\$250 □\$500 □\$750<br>□\$1,000             | Outpatient Surgical Benefit Rider  | □ \$1,000                                    |  |  |
|   | Total Annual Premium  | \$   |  | \$   |  |  |
| Step 3:                                     | Applicant 1 Policy Fee (if applicable)*   | \$<br>\$                                     | Total Annual Premium Applicant 2 Policy Fee (if applicable)*   | \$<br>\$                                     |  |  |
| Step 4:                                     | Premium Payment Mode:   | ☐ Annual ☐ Semi-Annual (.520)                | Quarterly (.265) Monthly PAC   | (.084)                                       |  |  |
| Step 5:                                     | Total Mode Premium for<br>Applicant 1   | \$   | Total Mode Premium for Applicant 2   |  |  |  |

# **Annual Rates**

| Issue Age<br>Per \$10/<br>Day* | 1-Day<br>Hospital<br>Benefit | 3-Day<br>Hospital<br>Benefit | 4-Day<br>Hospital<br>Benefit | 5-Day<br>Hospital<br>Benefit | 6-Day<br>Hospital<br>Benefit | 7-Day<br>Hospital<br>Benefit | 8-Day<br>Hospital<br>Benefit | 9-Day<br>Hospital<br>Benefit | 10-Day<br>Hospital<br>Benefit | 15-Day<br>Hospital<br>Benefit |
|--------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|-------------------------------|-------------------------------|
| 40 - 65                        | \$3.12                       | \$5.46                       | \$6.02                       | \$6.58                       | \$7.16                       | \$7.61                       | \$8.08                       | \$8.52                       | \$8.96                        | \$11.52                       |
| 66                             | \$3.14                       | \$5.52                       | \$6.09                       | \$6.67                       | \$7.25                       | \$7.71                       | \$8.18                       | \$8.63                       | \$9.08                        | \$11.68                       |
| 67                             | \$3.16                       | \$5.58                       | \$6.16                       | \$6.75                       | \$7.35                       | \$7.81                       | \$8.28                       | \$8.74                       | \$9.21                        | \$11.84                       |
| 68                             | \$3.18                       | \$5.65                       | \$6.23                       | \$6.84                       | \$7.44                       | \$7.91                       | \$8.38                       | \$8.85                       | \$9.33                        | \$11.99                       |
| 69                             | \$3.22                       | \$5.72                       | \$6.31                       | \$6.91                       | \$7.52                       | \$7.99                       | \$8.48                       | \$8.96                       | \$9.46                        | \$12.16                       |
| 70                             | \$3.29                       | \$5.86                       | \$6.47                       | \$7.08                       | \$7.71                       | \$8.21                       | \$8.71                       | \$9.20                       | \$9.72                        | \$12.49                       |
| 71                             | \$3.43                       | \$6.11                       | \$6.75                       | \$7.39                       | \$8.04                       | \$8.56                       | \$9.08                       | \$9.59                       | \$10.16                       | \$13.05                       |
| 72                             | \$3.56                       | \$6.35                       | \$7.02                       | \$7.69                       | \$8.37                       | \$8.92                       | \$9.46                       | \$9.99                       | \$10.60                       | \$13.62                       |
| 73                             | \$3.69                       | \$6.62                       | \$7.32                       | \$8.01                       | \$8.72                       | \$9.28                       | \$9.85                       | \$10.41                      | \$11.05                       | \$14.20                       |
| 74                             | \$3.84                       | \$6.88                       | \$7.61                       | \$8.33                       | \$9.07                       | \$9.66                       | \$10.25                      | \$10.83                      | \$11.51                       | \$14.78                       |
| 75                             | \$3.98                       | \$7.15                       | \$7.90                       | \$8.66                       | \$9.42                       | \$10.04                      | \$10.65                      | \$11.26                      | \$11.98                       | \$15.39                       |
| 76                             | \$4.12                       | \$7.42                       | \$8.21                       | \$9.00                       | \$9.79                       | \$10.44                      | \$11.07                      | \$11.71                      | \$12.46                       | \$16.02                       |
| 77                             | \$4.27                       | \$7.71                       | \$8.53                       | \$9.35                       | \$10.17                      | \$10.85                      | \$11.50                      | \$12.16                      | \$12.96                       | \$16.66                       |
| 78                             | \$4.42                       | \$8.02                       | \$8.87                       | \$9.72                       | \$10.58                      | \$11.28                      | \$11.97                      | \$12.65                      | \$13.50                       | \$17.35                       |
| 79                             | \$4.58                       | \$8.33                       | \$9.22                       | \$10.11                      | \$11.01                      | \$11.74                      | \$12.45                      | \$13.17                      | \$14.06                       | \$18.07                       |
| 80                             | \$4.73                       | \$8.67                       | \$9.59                       | \$10.52                      | \$11.45                      | \$12.22                      | \$12.95                      | \$13.73                      | \$14.65                       | \$18.82                       |
| 81                             | \$4.92                       | \$9.00                       | \$9.96                       | \$10.92                      | \$11.88                      | \$12.68                      | \$13.45                      | \$14.25                      | \$15.22                       | \$19.56                       |
| 82                             | \$5.11                       | \$9.35                       | \$10.35                      | \$11.35                      | \$12.36                      | \$13.18                      | \$13.98                      | \$14.82                      | \$15.85                       | \$20.35                       |
| 83                             | \$5.30                       | \$9.70                       | \$10.75                      | \$11.78                      | \$12.83                      | \$13.68                      | \$14.52                      | \$15.38                      | \$16.12                       | \$20.72                       |
| 84                             | \$5.48                       | \$10.04                      | \$11.12                      | \$12.19                      | \$13.28                      | \$14.16                      | \$15.02                      | \$15.71                      | \$16.30                       | \$20.95                       |
| 85                             | \$5.65                       | \$10.25                      | \$11.48                      | \$12.59                      | \$13.71                      | \$14.62                      | \$15.40                      | \$15.87                      | \$16.46                       | \$21.16                       |

The Base policy includes a Short Duration Hospital Stay benefit, Observation Stay, Emergency Room & Mental Health Benefits.

Minimum/maximum benefit range available for 1-day plan is \$1,000 to \$2,500.

Minimum Annual Premium with any rider and policy fee is \$240. Annual Policy Fee is \$20.00.

Premium Payment Mode Factors available: Semi-Annual (.520) Quarterly (.265) Monthly Pre-Authorized Check (PAC - .084)

<sup>\*</sup>Minimum/maximum daily benefit range available for 3-day to 15-day plan is \$100 to \$990.

# **Annual Rates**

# Ambulance Benefit Rider Benefit Amount Per Ambulance Service

| Issue<br>Age | \$50   | \$100   | \$150   | \$200   | \$250   | \$300   | \$350   | \$400   |
|--------------|--------|---------|---------|---------|---------|---------|---------|---------|
| 40-69        | \$3.27 | \$6.54  | \$9.81  | \$13.08 | \$16.35 | \$19.62 | \$22.89 | \$26.16 |
| 70-74        | \$4.04 | \$8.08  | \$12.12 | \$16.16 | \$20.20 | \$24.24 | \$28.28 | \$32.32 |
| 75-79        | \$5.19 | \$10.38 | \$15.57 | \$20.76 | \$25.95 | \$31.14 | \$36.33 | \$41.52 |
| 80           | \$6.54 | \$13.08 | \$19.62 | \$26.16 | \$32.70 | \$39.24 | \$45.78 | \$52.32 |

# Lump Sum Hospital Confinement Benefit Rider\*

| Issue<br>Age | \$250   | \$500    | \$750    |
|--------------|---------|----------|----------|
| 40-65        | \$53.75 | \$107.50 | \$161.25 |
| 66           | \$55.00 | \$110.00 | \$165.00 |
| 67           | \$56.00 | \$112.00 | \$168.00 |
| 68           | \$57.00 | \$114.00 | \$171.00 |
| 69           | \$58.00 | \$116.00 | \$174.00 |
| 70           | \$58.25 | \$116.50 | \$174.75 |
| 71           | \$58.75 | \$117.50 | \$176.25 |
| 72           | \$59.25 | \$118.50 | \$177.75 |
| 73           | \$59.75 | \$119.50 | \$179.25 |
| 74           | \$60.75 | \$121.50 | \$182.25 |
| 75           | \$62.00 | \$124.00 | \$186.00 |
| 76           | \$63.25 | \$126.50 | \$189.75 |
| 77           | \$64.75 | \$129.50 | \$194.25 |
| 78           | \$66.25 | \$132.50 | \$198.75 |
| 79           | \$68.50 | \$137.00 | \$205.50 |
| 80           | \$70.50 | \$141.00 | \$211.50 |
| 81           | \$73.75 | \$147.50 | \$221.25 |
| 82           | \$75.50 | \$151.00 | \$226.50 |
| 83           | \$77.00 | \$154.00 | \$231.00 |
| 84           | \$78.75 | \$157.50 | \$236.25 |
| 85           | \$81.25 | \$162.50 | \$243.75 |

# **Critical Accident Benefit Rider**

|              | FEM      | IALE     | MALE    |          |  |
|--------------|----------|----------|---------|----------|--|
| Issue<br>Age | \$5,000  | \$10,000 | \$5,000 | \$10,000 |  |
| 40 - 44      | \$8.85   | \$17.70  | \$11.55 | \$23.10  |  |
| 45 - 49      | \$10.75  | \$21.50  | \$11.55 | \$23.10  |  |
| 50 - 54      | \$13.85  | \$27.70  | \$12.30 | \$24.60  |  |
| 55 - 59      | \$17.70  | \$35.40  | \$13.85 | \$27.70  |  |
| 60 -64       | \$22.70  | \$45.40  | \$16.55 | \$33.10  |  |
| 65 - 69      | \$30.00  | \$60.00  | \$21.55 | \$42.30  |  |
| 70 - 74      | \$41.15  | \$82.30  | \$28.45 | \$56.90  |  |
| 75 - 79      | \$57.30  | \$114.60 | \$40.75 | \$81.50  |  |
| 80 - 84      | \$80.00  | \$160.00 | \$61.15 | \$122.30 |  |
| 85           | \$104.60 | \$209.20 | \$86.90 | \$173.80 |  |

# Outpatient Therapy Benefit Rider \$50 Benefit Per Day

|           | Option A | Option B |
|-----------|----------|----------|
| Issue Age | 15 days  | 30 days  |
| 40-85     | \$55.52  | \$64.00  |

# **Outpatient Surgical Benefit Rider**

| Issue<br>Age | \$250   | \$500    | \$750    | \$1,000  |
|--------------|---------|----------|----------|----------|
| 40-85        | \$56.92 | \$113.84 | \$170.76 | \$227.68 |

# ADVANTAGE PLUS NEW BUSINESS PROCEDURES

# **Ways to Submit an Application**

- E-Application-Agent Portal (www.gtlic.com) (Client must complete the voice verification call prior to submission. Call GTL's fully automated verification system 24/7, at the toll-free number (866) 839-5132) or use our Text-to-Sign option—see below.
- E-application/Mobile Phone/Tablet
- By email to: und@gtlic.com
- By fax to: (847) 699-8493
- By mail to: Guarantee Trust Life

Attn: New Business 1275 Milwaukee Ave.

Glenview, IL 60025

**You may also choose the Text-to-Sign option:** Select Text-to-Sign during the application process and enter your client's cell phone number and click the Send Link button.

Your client will receive a text message with a secure link to sign their application. The link will be valid for 30 minutes and must be completed to continue the application. Your client will sign inside the window and then tap submit. A second signature can be added by checking the bottom box. (NOTE: Please make sure your client writes their signature as legibly as possible. Dots and lines will NOT be accepted. To get a larger area to sign, hold the phone horizontally.)

Your client will receive a thank you message and can then close the window. You will receive a message on the Agent Portal that the signature was captured and can continue with completing the application.

# **Avoid Delivery Requirements**

- Be sure that the client initials any and all changes made on the paper application.
- Be sure to submit bank draft information and a signed PAC form.
- Be sure to include any special signed state required forms.

**Please be sure that we have your current email address.** You can update your email address by contacting our Sales Support Department at (800) 323-6907 or by email at agency@gtlic.com.

# Submitting an Application with a Future Effective Date

Submit the application in same manner as listed under "Ways to Submit an Application."

- Complete all underwriting questions-where applicable.
- Include PAC authorization form if paying by bank draft.
- Note that initial payment will not draft until the effective date of the policy.
- The effective date cannot be 90 days greater than the application date.

### **NEED OUICK UPDATES ON YOUR PENDING BUSINESS?**

- Please remember that GTLink is available 24/7.
- Can't access GTLink? Contact our Sales Support Department for assistance at (800) 323-6907.

If you have any questions on an active policy please contact Customer Service Support at 800-338-7452.

For Underwriting Support please contact 800-635-1993.

# UNDERWRITING **GUIDE**



# GUARANTEE TRUST LIFE ADVANTAGE PLUS ELITE UNDERWRITING GUIDE

Issue Ages: 40-85

Benefit Amounts: 1 Day - \$1,000 - \$2,500

3-15 Day - \$100 - \$990 Per Day

# **UNDERWRITING**

# 1. Benefit Maximums

The maximum daily benefit amount is \$990/day for benefit periods between 3 to 15-days. Applicants can have more than 1 policy in force as long as they do not exceed the total maximum benefit of **\$1,000/Day Hospital Confinement**.

However, the applicant can apply for up to an additional \$300/day benefit under the hospitalization rider (Short Term Home Health Care) even after meeting the \$1,000 maximum. For a 1-day benefit period, the maximum amount is \$2,500.

# **Benefit Increases/New Policy**

If increasing the Daily Hospital benefit amount or changing the benefit period or adding a rider, a new application needs to be completed (e-App, Agent Portal or paper) and will be subject to evidence of insurability.

If a second application is submitted, the underwriting team will email the agent to verify the intentions of the new application. Based on the response we get from the agent, we will determine how we are going to process the new application.

# A cancel/rewrite will apply on the following situation:

If changing the benefit period (increasing or decreasing).

This will get treated as a cancel/rewrite. We will terminate the old policy as of the paid to date and issue the new plan as of the paid to date of the old coverage. We will cancel/rewrite with the following provisions: Commissions will be paid on a renewal basis. The pre-existing waiting period and contestability period starts over. A new policy will get generated.

### Replacements

We will allow replacement of an older Advantage Plus Plan, subject to underwriting approval. If approved, Commissions on the new policy will be paid on a renewal basis.

- 2. If the application is over 31 days old when received by the Company, we will require a new currently dated application.
- 3. The effective date cannot be more than 90 days from the application date or prior to the application date.
- 4. If both spouses apply for coverage, a separate annual policy fee is required for both.
- 5. The final decision will be based on the answers to the medical questions. If all the medical questions are answered "NO" the applicant will be eligible, subject to claim review if there is or was another health policy with GTL. The medical questions do not need to be answered if the applicant is between the ages of 64 ½ up to but not including age 70 as of the application date. (The following states do not have Guaranteed Issue: NJ, UT.) However if the cancer rider is applied for, the applicant must answer the medical questions for this rider regardless of age.
- 6. **Pre-Existing Condition:** A Pre-existing Condition is a sickness or injury, disclosed or not disclosed on the application, for which medical care, treatment, diagnosis or advice was received or recommended within the six (6) month period immediately prior to your client's effective date of coverage under their policy; or the existence of symptoms which would cause an ordinarily prudent person to seek diagnosis, care or treatment within the six (6) months prior to their effective date of coverage under their policy. Treatment includes the taking of prescription drugs or medicines. Pre-existing conditions are not covered unless the loss begins more than **six (6) months after their effective date of coverage.** The Pre-existing

Condition period may differ in some states, **and still applies during the Guaranteed Issue period** (in NC, no pre-existing condition limitation).

- 7. The agent must be health licensed and use the state approved application in the state where the applicant has permanent residency.
- 8. Applicant must be a U.S. citizen or hold a "green card" (permanent resident of US).
- 9. The applicant must have a valid social security number. We cannot issue a policy to an applicant who does not have a social security number.
- 10. A Power of Attorney (POA)/Guardianship is not acceptable for this product.
- 11. The Minimum Annual Premium with any rider and policy fee is \$240.

# Restrictions Related to Overlapping Benefits with Other GTL and UNL Products

Please refer to the Specific Requirements page for your state's Advantage Plus Elite product variances.

| Deed Heavital Confinences           | Maximum Limit combined daily benefit with riders under other products is \$1,000.   |  |  |
|-------------------------------------|---|--|--|
| Base Hospital Confinement           | *Applicant can have an additional \$300/ Accident & Sickness Hospitalization rider under the HHC Plan.  |  |  |
| Ambulance Rider (max issue age: 80) | Maximum benefit across all products is \$400.   |  |  |
| Outpatient Surgical Rider           | Maximum benefit across all products is \$1,000.   |  |  |
| Outpatient Therapy Rider            | Only 1 rider is allowed.  |  |  |
|                                     | Not allowed if another existing product with similar benefits and cannot duplicate this rider.  |  |  |
| Skilled Nursing Facility Riders*    | *Maximum benefit of \$300 Only available for Advantage Plus Elite Plans.  |  |  |
|                                     | Other Products: Long-Term Care, Recover Cash/Recuperation Plus  |  |  |
| Lump Sum Hospital Rider             | Maximum benefit across all products is \$750.   |  |  |
| Critical Accident Rider             | Maximum benefit of \$10,000 is allowed between all products with this rider.  |  |  |
| Lump Sum Cancer Riders              | Limit combined Lump Sum benefit with riders under other products to:<br>\$50,000 for applicant ages 18 to 90 for GTL<br>\$35,000 for applicant ages 18-85 for UNL |  |  |
| Dental-Vision Rider                 | Not allowed in combination with any other GTL or UNL Dental coverage.   |  |  |

# STATE SPECIFIC **REQUIREMENTS**

Please refer to this list for your state's Advantage Plus Elite product variances.

**CONNECTICUT:** Own Dental/Vision Policy; No Cancer, Outpatient Therapy, Critical Accident or Outpatient Surgical Riders.

**GEORGIA:** No Dental/Vision or Cancer with Recurrence Riders.

**KANSAS:** Own Dental/Vision Policy; No Cancer, Skilled Nursing Home or Outpatient Therapy Riders.

**MARYLAND:** No Dental/Vision or Skilled Nursing Home Option 2 (Days 21-100); No Waiting Periods.

**MINNESOTA:** No Cancer, Dental/Vision or Skilled Nursing Facility Riders.

MISSOURI: No Dental/Vision Rider.

MISSISSIPPI: \$6.00 Annual Policy Fee.

**NORTH CAROLINA:** No Pre-Existing Waiting Period.

**NORTH DAKOTA:** No Dental/Vision Rider.

**PENNSYLVANIA:** Special Initial Benefit Period of \$15/day for the remainder of 31 days.

**RHODE ISLAND:** No Cancer Riders.

**SOUTH DAKOTA:** No Short Duration Hospital Stay Benefit.

**TENNESSEE:** No Dental/Vision Rider.

**TEXAS:** Special Initial Benefit Period of \$15/day for the remainder of 31 days.

**UTAH:** Not Guaranteed Issue between age 64 1/2 and up to 70.

**VIRGINIA:** No Cancer or Dental/Vision Riders.

# **ADVANTAGE PLUS® FLITF**

Hospital Indemnity Insurance

# **ADMINISTRATION**

- 1. For policies that will draft the first premium, the draft date must be within 15 days of the effective date.
- 2. The policy can be considered for reinstatement within 6 months of the lapse date. After 6 months a new application will be required.

# **POLICY CHANGES**

- 1. If the applicant wants additional daily benefit or rider coverage, a new, completed application must be submitted. Only the requested additional coverage is required to be submitted. **However, Advantage Plus Elite Riders cannot be added to any previous Advantage Plus product versions.**
- 2. If the applicant only wants to add a benefit rider, a new application needs to be completed and sent to the Underwriting department for review. If approved, the rider will be added to the policy as of the next paid due date or next month after approval (if on direct billing). A new policy will not be issued when adding benefit riders.
- 3. You can increase your client's existing Advantage Plus coverage directly on the e-App, Agent Portal, or via paper.
- 4. The Dental/Vision rider is Guaranteed Issue and can be added to an existing policy. The insured can call GTL's New Business at 1-800-635-1993 to request the Dental/Vision rider be added to their policy. Or, the insured and agent can fill out the Dental/Vision Rider Addition Form and mail, email und@gtlic.com or fax it to GTL's New Business at 1-847-699-8493. The form will be available on GTLink.

# ADVANTAGE PLUS NEW BUSINESS PROCEDURES

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- E-application/Mobile Phone/Tablet
- By email to: und@gtlic.com
- By fax to: (847) 699-8493
- By mail to: Guarantee Trust Life

Attn: New Business 1275 Milwaukee Ave.

Glenview, IL 60025

You may also choose the One-Time PIN option: Select the One-Time PIN during the application process and enter your client's cell phone number and click the Send Code button. Your client will receive a text message with a 5-digit verification code. Ask the applicant for the verification code to capture their e-Signature. Select "Confirm" to verify the one-time code. Click Save and Continue to continue with completing the application.

# **Avoid Delivery Requirements**

- Be sure that the client initials any and all changes made on the paper application.
- Be sure to submit bank draft information and a signed PAC form.
- Be sure to include any special signed state required forms.

**Please be sure that we have your current email address.** You can update your email address by contacting our Sales Support Department at (800) 323-6907 or by email at agency@gtlic.com.

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# **NEED QUICK UPDATES ON YOUR PENDING BUSINESS?**

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- Can't access GTLink? Contact our Sales Support Department for assistance at (800) 323-6907.

If you have any questions on an active policy please contact Customer Service Support at 800-338-7452.

For Underwriting Support please contact 800-635-1993.



# AGENT PORTAL VERIFICATION CALL INFORMATION

GTL designed the Agent Portal around you, our valued Agent, in order to provide an efficient and dependable means of submitting e-Signature applications. When it's time to verify the sale, your applicant(s) will find the process simple and reliable. They can complete the verification call either before or after you enter the online e-Signature application. **Keep in mind, however, that GTL will not begin underwriting the e-Signature application until the verification call has been completed.** 

Please advise your applicant(s) to call the toll-free number (866) 839-5132 to complete the verification call. For their convenience, GTL's fully-automated verification system is available 24 hours a day and 7 days a week. The call takes approximately 3 minutes to complete.

# APPLICANT INFORMATION VERIFIED DURING THE CALL

- 1. Full name
- 2. Last 4 digits of social security number
- 3. Date of birth
- 4. Second applicant's name (if applicable)
- 5. Name of GTL product being applied for and if there any additional products
- 6. Agent of Record's name
- 7. Verbal response acknowledging they understood the questions on the application and answered them truthfully.
- 8. Verbal response acknowledging they understand that, if their application for insurance coverage is approved, regular premium payments are required to maintain coverage.
- 9. For certain products, an additional authorization for GTL to obtain the applicant's medical and prescription history information.

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|---|---|---|---|---|
|   | П | Y |   | U |

# Why do applicants have to complete a verification call?

The verification call is a necessary step in our e-Signature application process. It gives GTL the authority to perform the necessary underwriting, creates a recorded validation of the applicant's knowledge of applying for coverage, affirms their understanding of the type of coverage applied for and the necessity of periodic premium payments to retain their coverage.

How long does the average verification call take to complete? 3 minutes.

# What number do applicants call to complete the verification call?

The toll-free phone number is (866) 839-5132.

### Is the call toll-free?

Yes.

# What hours is the verification system available?

GTL's automated verification system is available 24/7.

# Who has to complete the verification call?

Any adult applicant(s) listed on the application for coverage. If a spouse applies for coverage on the same application, one verification call may be completed to confirm both applicants' information. Children applying for coverage via a child policy or child rider do not need to complete a verification call.

# Do children need to complete the verification call?

No. Children applying for coverage via a child policy or child rider do not need to complete a verification call.

### Does the applicant have to complete a separate verification call for each product applied for?

No. If the applicant(s) is applying for more than one GTL product at the same time, only one verification call need be completed. The applicant may verbally state all product names/types being applied for.

# What if my applicant refuses to complete the verification call?

Please complete and submit a paper application.

# Who do I call if my applicant has a problem completing the verification call?

Contact the GTL Sales Support Department at (800) 323-6907 during normal business hours. (Monday through Thursday 7AM to 5PM or Friday 8AM to 12PM Central Time)

# Can I submit the e-Signature application before my applicants complete the verification call?

Yes. Keep in mind, however, that GTL will not begin underwriting the e-Signature application until the verification call has been completed and the e-application has been received.

For additional information regarding the sales verification call process, please contact the GTL Sales Support Department at 1-800-323-6907 during normal business hours.

Monday through Thursday 7AM to 5PM

Friday 8AM to 12PM Central Time

**THANK YOU FOR YOUR BUSINESS!**