



# Important Chubb Verification Requirement Reminder

\$today\_long

Dear Agents,

Just a reminder: Effective November 6, 2017, only e-signatures or TPV pre-recorded phone verifications are accepted as a valid sale for the Hospital Indemnity product offered through CHUBB.

Please familiarize yourself with this procedure prior to selling the Hospital Indemnity CHUBB product for when your member is unable to complete the e-signature process. Below are the steps to obtain a valid voice verification.

1. When your member is ready to verify the sale please select the Verification option under the signature section.
2. Enter TPV in the verification box, select the current date and hit Submit Order.
3. This will take you to the Confirmation screen where you will see the TPV dial in number and verification code.
4. Prepare each member for the call prior to executing 3-way dialing.
5. Dial in to 585-433-3338
6. Enter the 8-digit code shown on the Confirmation Screen.
7. Conference in the member.
8. The member will need to listen to the pre-recorded information and answer each of the prompts.
9. The call will end and disconnect when the entire script has been read through. The last message will thank the customer and disconnect.

## IMPORTANT NOTES:

The customer's responses will be recorded/reviewed systematically. They must answer the questions CLEARLY.

### Any of the following responses **WILL BE ACCEPTED:**

Yes	Got It	Yup
OK	Understand	Thank you
Correct	Go Ahead	No
All Right	Sure	Nope
Right	Yep	No Way

### **VAGUE ANSWERS WILL NOT BE ACCEPTED:**

Aha	I'm not sure	At this point yes
Mmmmm	I don't know	I guess so
I guess so	yes I guess	I think so

If you have questions regarding this notification, please contact Agent Services at (800) 319-7061.

Thanks,  
Adroit Health Group