

American National Health Division Call Center Request

All call centers must be approved by American National's home office. Each call center must be able to meet our criteria listed below and complete the questionnaire included in this document explaining their operation.

Call Center Criteria:

- Operate with state licensed insurance agents
- Must be willing to use approved verification scripts, which must be read slowly and distinctly by an agent or an independent verifier
- Must have call recording capability and the ability to save the audio files indefinitely as an .mp3 .wav or .wma. For our storage the audio file cannot be larger than 75MB
- Must follow Standard Life and Accident Insurance Co. (SLAICO) and American National Life of Texas (ANTEX) HIPAA Privacy and Security guidelines
- Submission of business must be handled through our Scanit Submission Process via www.slaico.com

Call Center Questionnaire:

Name:

Location: (If more than one provide addresses for each.)

Principle/Owner: (provide copy of business plan)

Number of years in Business:

Website Address:

Describe organizational structure including number of licensed agents, verifiers, administrative staff and IT personnel: (Provide by call center if more than one location)

Primary contacts: (If different by location list name, email address and phone number.)

Company (ies) currently representing:

States actively marketing in and will in the future:

Products currently marketing:

Current production by product:

Current placement/Persistency rate:

Business Conservation Program
(Provide details of how business is conserved.)

Will commissions be paid by the carrier directly to agents or assigned to the agency:

Primary reason for writing business with SLAICO/ANTEX:

Anticipated SLAICO/ANTEX production by product:

Sales process: (Provide details of the marketing of the product(s))

Are the calls outbound only or a combination of in and outbound:
(Provide details of calling process)

Audit Process: (Describe the monitoring process of calls for quality and product presentation.)

Agent training: (What does the process consist of and time period.)

Describe the Call Recording System:

By completing and signing this document, you are complying with American National Health Division call center practices. Any questions in regards to the above information, please contact our marketing department at 888.290.1085.

Agency Principal/Owner

Date