

# TRANSAMERICA'S *FINAL EXPENSE SOLUTIONS PORTFOLIO* APPLICATION AND UNDERWRITING ENHANCEMENTS

## FREQUENTLY ASKED QUESTIONS

### SUMMARY

On February 11, 2023, our *Final Expense Solutions Portfolio* of products will have new applications. We're also excited to launch our new streamlined digital buying experience, which includes the following:

- A shortened electronic application (in approved states)
- Real-time underwriting decisions during electronic application submission
- Fewer and less intrusive, in-depth health questions for clients
- Policy eDelivery option for clients, which eliminates time for paper policy printing and mailing

The new application is available in all states EXCEPT California, New York, and the Virgin Islands.

Below are questions and answers regarding the new streamlined application, Final Expense Underwriting, and new policy eDelivery option.

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### NEW APPLICATION

#### Q1. Is there a new paper application as well as the new electronic application?

A. Yes. Several sections of the old application have been reduced or removed entirely, reducing the time to complete the application. Personal health and lifestyle sections have been reduced from three parts to one.

#### Q2. Why are there two product options for the electronic application in the iGO e-App®?

A. There are two options for the electronic application because California, New York, and the Virgin Islands are not approved yet, so they will use a different application. The Solutions Final Expense application is for states that have not approved the new application, California, New York, and the Virgin Islands. The Solutions Final Expense – New Design application is the new electronic application available in all other states.

#### Q3. Is there a separate application when the applicant is a juvenile under 18?

A. Yes, there is now a separate juvenile application, both digital and paper.

#### Q4. Can you explain the new Eligibility/Coverage Eligibility section in the application?

A: This section helps us determine applicants' eligibility for the Final Expense Solutions Portfolio. **NOTE:** If an applicant's date of birth is not entered on the Case Information screen in iGo e-App®, you can enter it on the Application screen, and then you will be prompted to



answer the “knock out” medical question to proceed with the application.

**Q5. What happens if I respond "No" to the eligibility question?**

A. If any of the medical conditions apply, you'll receive a pop-up message in iGO e-App® indicating eligibility for coverage is **not** available, and you will **not** be allowed to proceed.

**QUICK TIP:** For paper applications, if the Coverage Eligibility box is **not** checked, the application will be declined.

**Q6. Is an email address required in iGO e-App®?**

A. Yes, to conduct business electronically and qualify for policy eDelivery, you and the client must provide an email address. Email is used to communicate outstanding requirements and underwriting status.

**Q7. What happens if the client does not have an email address?**

A. The client will not be able to do business electronically or receive their policy by eDelivery.

**Q8. Have the proposed primary insured personal history questions changed?**

A. Yes, we have reduced the number of questions and provided dropdown answers related to time frames. We now only have two questions for nicotine use and physical activity.

**QUICK TIP:** If the client is a juvenile, there are only yes and no questions in the personal history section.

**Q9. Is the Plan & Premium Information screen new on the iGO e-App®?**

A. Yes. This section allows you to select risk class, product name, and the coverage amount. The options available for risk class and product name will depend on the information provided on the iGO e-App®.

**Q10. Can I calculate the client's premium on the new Plan & Premium Information screen?**

A. Yes. This information is based upon FAST Data and information provided on the iGO e-App®.

**Q11. Why does the bank routing number on the Payment Information screen need to be verified?**

A. This new function pulls the financial institution name into the application. We have also removed the requirement to input the financial institution address.

**Q12. Are clients still able to sign the application in person and electronically?**

A. Yes. The signature methods have not changed. **QUICK TIP:** To conduct business electronically and qualify for policy eDelivery, you and the client must provide an email address. If the **No Email Address** button is checked on the Proposed Primary Insured screen, the policy will be printed and mailed to you and/or the client.

**Q13. Why is the client being asked if they are employed by any cannabis-related business on the Personal History screen?**

A. This question applies to the individual who is the designated payor on the application. Marijuana is an illegal/controlled substance at the Federal level, and we're not permitted to deposit funds derived from an illegal business. The cash-intensive nature of marijuana businesses also increases the risk of money laundering using insurance policies to initiate placement.

**Q14. Where can I find the status of my client's applications?**

A. You can find application status in iGO e-App® by selecting the View My Cases button.

**Q15. Will I still have access to existing quoting tools?**

A. Yes. You can still use the Premium Quote Tool available on [transamerica.com/quote-fe](https://transamerica.com/quote-fe) for quotes without a medical assessment. Additional sales support information can be found in the Agent Field Guide for Final Expense.

**Q16. Will there be a conditional receipt with the new Final Expense application?**

A. No, there will be no conditional receipt for the applications received via the new Final Expense application. Conditional receipt processes will not change for California, New York, and the Virgin Islands, as they have not yet transitioned to the new application.



**Q17. Do we expect an increase in conditional receipt claims with the new Final Expense application?**

**A.** Because the new Final Expense application uses real-time underwriting, we expect a reduction in conditional receipt claims.

**Q18. I'm having trouble accessing the iGO e-App® application and need technical support. Who should I contact?**

**A.** For help with login, registration, iGO e-App®, general website navigation, browser issues, and other technical support needs, you can contact the Technical Support specific to your distribution channel.

**FINAL EXPENSE UNDERWRITING**

**Q19. What is changing with the Transamerica Final Expense Solutions Portfolio underwriting?**

**A.** The new process provides objective, consistent evaluations based on a limited set of questions, analytics, and FAST Data. This provides an updated approach to underwriting risk selection focused on specific applicant data without requiring laboratory exams.

**Q20. Are there more medical and personal history questions on the new application?**

**A.** No. There are fewer underwriting questions on the new application. There are also no invasive tests (blood/urine) required.

**Q21. Will an instant underwriting decision be received with the new electronic application?**

**A.** Based on the data and information provided in the application, you could receive an instant decision. However, an application may be referred to an underwriter for review in certain instances, for example, insurable interest, financial information, driving record, and other health and lifestyle criteria.

**Q22. Are there any changes to the underwriting guidelines that could impact my client?**

**A.** Yes, the personal history and medical questions in the application improves the underwriting process with faster decisions returned via email.

**Q23. Will the new underwriting process be used for all Final Expense applications?**

**A.** Yes, the new underwriting process will be used for states where the new application is approved and implemented and for applicants between 18 to 85. Applicants must be U.S. citizens or Green Card holders. ***QUICK TIP: Juveniles ages 0-17 do not qualify for the new Final Expense underwriting process at this time.***

**Q24. When would an application be referred to an underwriter?**

**A.** An application may be referred to an underwriter for review in certain instances, for example, insurable interest, financial information, driving record, and other health and lifestyle criteria.

**Q25. What about the states where the new, streamlined application is not yet approved?**

**A.** States that have **not** yet approved the new application will use the existing application and underwriting process.

**Q26. Will paper applications use the new Final Expense underwriting process?**

**A.** Yes, paper applications will use the new underwriting process, but will have to be keyed into iGO e-App® once the application is received at Transamerica's home office, and in good order, to proceed.

**Q27. Can I make a change to the policy after the final decision?**

**A.** Policy changes requested within 90 days (reissues) can be approved within standard product guidelines. Cases will close after 45 days if there are outstanding requirements, and a new application will be needed after 90 days.

**Q28. Can I request a decision be reviewed after the underwriting decision has been provided?**

**A.** The final underwriting decision **will not** be reconsidered. However, if we receive incorrect answers on the application, a new application must be submitted. In this case, a new policy number will be assigned, and a new decision will be made.



**Q29. A prior application for the same insured received a better/worse rating. Why?**

A. Final Expense underwriting evaluates risk differently than in the past. This process provides a new perspective on underwriting risk selection, such as age, gender, marital status, exercise, and health conditions.

**NEW BUSINESS PROCESSING – TRANSITION GUIDELINES**

**Q30. What happens to an inflight application that was started in iGO e-App®, but not signed/locked in iGO before the February 11, 2023, deadline?**

A. The application case will still be accessible until 11:59 p.m. February 24, 2023.

**Q31. What is the last date agents can submit applications in process?**

A. See below transition guidelines:

- Existing iGo e-App® applications must be locked, signed, & submitted by 11:59 p.m. E.T. on February 24, 2023.
- Existing paper applications must be completed, signed, & received at Transamerica Home Office by 4 p.m. E.T. on February 24, 2023.
- The new shortened paper and iGo e-App® applications will be available on February 11, 2023, at 7 a.m. E.T. for new cases. There are no changes to the application process for New York and California applications.

**Q32. When will the "old" applications no longer be available in the iGo e-App® or the agent portals??**

A: iGO e-App® inflight cases on the old version of the application can still be accessed until 11:59 p.m. E.T. February 24, 2023.

- iGO e-App® inflight cases on the old version of the application can be accessed until **11:59 p.m. E.T. February 24, 2023**. After that, you will not be able to access those applications.
- **After February 11, 2023**, agents can download paper applications for states that have not approved the new application. (California, New York, and the Virgin Islands)

**Q33. How long will paper applications in process be accepted?**

A. See below transition dates:

- Paper applications signed and received **in-house by 4 p.m. E.T. on Friday, February 24, 2023**, can use either the old or new applications.
- States with **paper applications only** must be completed, signed, and received at **4 p.m. E.T. on February 24, 2023**.

**Q34. How will eDelivery work with the Final Expense application?**

A. eDelivery is available for applications requiring a signature on delivery, except in New York, where eDelivery is unavailable. This rule is also displayed in the iGo e-App®. As a reminder, if the insured is a Juvenile, (17 years old or younger) eDelivery of the application is not allowed. **This entire process must be completed within 15 calendar days.** Please see the chart below:

Distribution Channel	Policy Package Delivery	Policy Copies
Brokerage	Delivered directly to the client	Sent to the agent and case manager to review policy details using the link in their email or by logging into DocFast®.
TAN	Delivered directly to the client	Sent to the agent to review policy details using the link in their email or by logging into DocFast®
WFG	Delivered to the agent for review and approval	Once approved, an eDelivery email will be sent to the client in approved states

**Q35. Is there a form to complete if the payor is other than the insured and/or owner?**

A. Yes, the Premium Payor Supplement Form (ICC22 T-SU-WL13IC-0822) will be added to the Form Packet of the iGO e-App. This form will also be a delivery requirement for paper applications.



## SIGNATURES & POLICY DELIVERY

### Q36: What signature methods are available on the iGO® e-App?

A. Electronic and “wet” signature options will be available. Print the application and forms to obtain a wet signature in person.

There are **two** options for obtaining an **electronic signature**:

- **In-Person:** Use this option when the signer is physically in front of you and willing to complete an I.D. check via DocuSign® to validate their identity. Each signer must complete the I.D. check before continuing with the electronic signature process.

**NOTE:** If the signer fails the identity check, a new signature option must be selected. The case will need to be **unlocked**, which will remove any captured signatures.

- **Remote:** Use this option when the signer is not in the same location as you or prefers not to use the I.D. check. An email invitation will be sent to the client asking them to log in using the last four digits of their Social Security number. Once the client has signed, an email will be sent to you to complete their signing ceremony. You will create a four-digit PIN on the *Point-of-Sale Forms Setup* page of the iGO e-App® to sign electronically and remotely using DocuSign®.
- **Either electronic signature option** will instruct the signer on how to apply their signature to the necessary documents.

### Q37. How will the client receive notification for their eDelivery policy?

A. You and/or client will receive a link via the email provided at the time of application from [policydelivery@ipipeline.com](mailto:policydelivery@ipipeline.com). This link is available for **15 calendar days**, and email reminders to eSign their documents will go out until the link expires. If the client **does not** use the link within 15 calendar days, the policy will be mailed to them.

### Q38. How can I access DocFast® for eSignature?

A. Agents signing into DocFast® for the first time will need to create an I.D. and password and complete all required fields. After completing user setup, a **CONGRATULATIONS** screen will appear with an assigned DocFast® username. If you would like to access DocFast® directly, visit <https://policyexpartnerportal.ipipeline.com>.

### Q39. Are there any limitations that would prevent availability for the policy to be eDelivered?

A. Yes, refer to the list below:

- eDelivery is not available in the issue states of California, New York, Guam, Puerto Rico, and the Virgin Islands
- Non-person owner types, such as organizations and trusts or multiple owners
- Client is not a U.S. resident
- Client is a juvenile, ages 0-17
- Client email address is missing
- Client Social Security number is missing



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