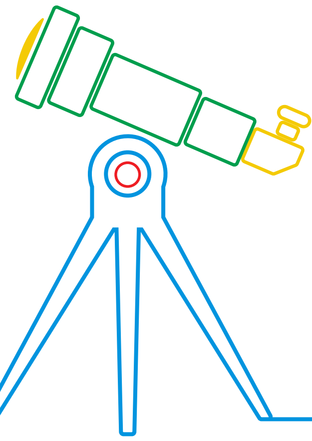
AppAssist Fact Sheet

Questions are part of life and insurance.

You've done the hard work of selling the need. Now let's make your job easier by answering some key questions.



Must an agent be appointed before dropping a ticket?

No. As long as your agency is set up to use AppAssist, an agent can submit a dropticket request via your agency's unique URL or third-party vendor platforms. That said, your agent must be licensed in the state where the policy owner resides.

Why should I answer the risk-evaluation questions before dropping a ticket?

Risk evaluation helps define the underwriting class, leading to more applications being issued — as applied for or better. Answering these questions also improves policy placement by providing more accurately quoted premiums. A risk-evaluation questionnaire can be found in the upper right-hand corner of the unique URL screen or Partner Dashboard.

How often will the call center attempt to contact my client?

The call center will leave five voice-mail messages and make seven attempts after a busy signal or no answer before terminating a case. An applicant or general agency can request to reopen a terminated case by contacting the call center.

How do I learn the status of my client's interview or formal case?

We provide real-time status on our Partner Dashboard and update third-party vendor platforms every 30 minutes.

If required, who orders exams, APSs and other reports?

LGA orders all exams, APSs and reports. If your client has a recently completed exam, please make note of it on the drop ticket.

Who performs case management?

A dedicated case manager obtains missing client information, follows up with the client to ensure the application package has been received and ensures any delivery requirements have been submitted.

Who is eligible for AppAssist?

Issue Age	Coverage Amount
Up to 70	Up to $10 million
71 & older	Up to $500,000

How do I know if my client doesn't qualify for insurance or decides to cancel?

View your client's status on the Partner Dashboard or via third-party vendor platforms. If applicable, the status will include the date of and reason for cancellation.

Will I know when an interview is canceled?

Your general agency will be notified by email if the interview is canceled due to your client's uninsurability or if your client cancels anytime during the process.

What else do I need to do?

Simply wait for the case to be placed and for your commission to be deposited directly into your bank account via EFT.

Legal & General