

Doc Upload

Third party vendor process

Our Partners

Legal & General America has document imaging relationships with two independent service providers:

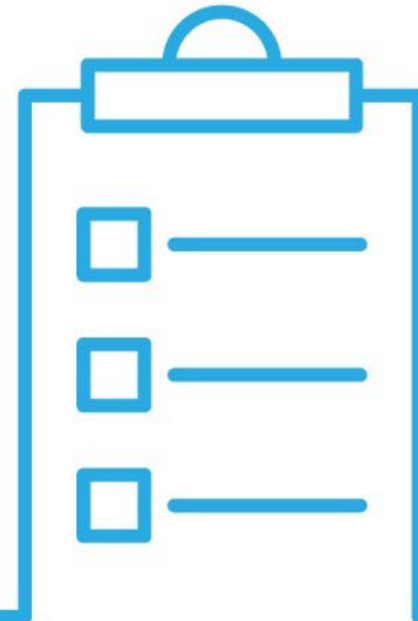
- PaperClip
- ExamOne

These vendors can be contracted by your agency to facilitate electronic document sharing with carriers. Once contracted, both provide training / guidance on:

- Set-up processes, scan setting guidelines, NAILBA standards for document coding, error thresholds
- Problem resolution

The Basics

- You will need a device that will scan your documents or software that allows you to save documents in acceptable formats so they can be uploaded as images.
- A test on the electronic document exchange must be completed with the vendor you are using before you begin sending imaged documents to Legal & General America.
- **Company codes must be entered in the INSCO field:**
 - The company code for Banner is BAN
 - The company code for William Penn is WPL



Document Packaging

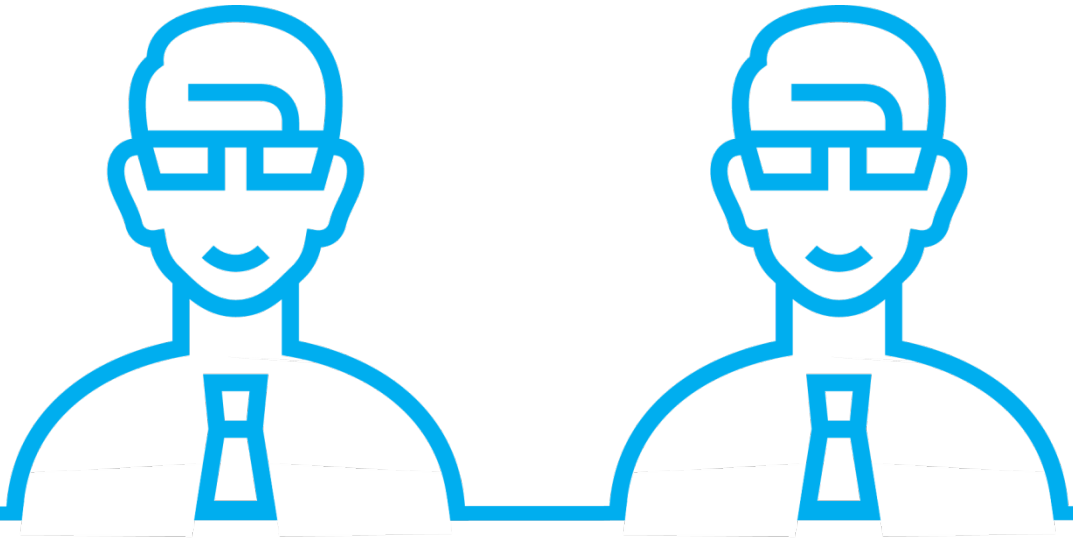
Banner / William Penn accept:

- A single page document
- A multiple page document – all the same doc type – for one client (preferred, but not required)

Index Fields ID the Documents

To identify the document, third-party vendors require that specific “index fields” be completed:

- Proposed insured first and last name
- SSN
- Policy number (if available)



Application Imaging

Required NAILBA document codes

- APP1 – index code can only be used for a first-time application that needs a policy number

Image must include the Release of Health-Related Information (HIPAA) form

- This form is state-specific.

Image must include pages 1, 2, 3, 4, 5, 12 (11 for Penn)

- If any of these pages are missing, it will delay the processing and the application may be rejected
- If you are sending another application for an existing policy number you can use the APP1 code, but reference the existing policy number in the cover memo

Other NAILBA DOC Codes

- **CHECK21** – new business and inforce checks
- **DELVREQ** – correspondence and requirements for policy delivery excluding live check images
- **NBFORM** – new business admin forms / related docs
- **APS** – Attending physician statements
- **POS** – policy owner service requests / related docs
- **LIC** – agent license or contract documents
- These (and **APP1**) are the only NAILBA doc codes we require – it's a much simpler process than that required by other carriers

NBFORM

Image Settings

File Format:	TIF or TIFF
Page size:	8.5" x 11"
Color:	Black and White
Resolution:	300 DPI TIF/TIFF
Compression:	Group 4

About Originals

Banner / William Penn do not require copies of originals to be sent to our office

- Your agency must retain the original documents for 60 days and then destroy the documents through a secure shredding process
- Retention requirement is 30 days for checks
- A signed agreement is required for processing checks

Questions?

- Learn more on our microsite www.lgamerica.com/edocuments
- PaperClip <http://www.paperclip.com/>
- ExamOne <http://www.examone.com/>

Still have a question?

- Call your internal wholesaler
- 1.800.638.8428



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