



## Introducing our new Voice Signature application

Forget paper applications!



Try our **VOICE SIGNATURE** application for **SIWL & GDB** today!



*Quicker to submit, quicker to issue, and quicker for you to get paid*

Royal Neighbors is excited to announce a faster way to issue your final expense business! Our new Voice Signature application means the entire application is fully completed during the interview and then electronically submitted to Royal Neighbors for you. Using this new process means you **no longer need to fill out a paper application and submit it to the Home Office!**

How our Voice Signature application will work:

1. The **new** POS Agent Worksheet (Form 2416-A) is designed to help you gather the information you will need during the Point-of-Sale application interview so that the call moves along effectively.
2. You will need to have a copy of **new** Important Information Document (Form 141720-N). To save you time on the call, the client will need to receive and read this notice prior to initiating the interview. If they have not read it prior to the call, the interviewer will play a pre-recorded reading of these disclosures to the applicant, which will ultimately increase the length of the call.
3. Once you have completed the worksheet with the applicant and your client has reviewed the Important Information Document, call (866) 281-9228 to initiate the application interview. The call will take about 25 minutes. At the end of this call in most cases, your client will be approved and the application issued the next business day!

### **Important notes, including a new paper application form:**

- Client must be on the phone with you to verify personal information, medical questions and acknowledge disclosures. If this is not possible, then you will need to submit the signed paper application to the Home Office and the applicant will be contacted later. Refer to page 3 of our [SIWL/GDB agent guide](#) for more information and a list of cases that require a paper application.
- This new application has changes to our medical questions AND an updated prescription indicator. The list is only longer to accommodate new generic names; new conditions have not been added. **Check it out!**
- The new application also offers your clients an option to choose their EFT date on a specific Wednesday of the month.
- Replacement forms, if applicable, must still be completed & faxed to 866-787-1450.