Streamlining Business Processes With TAL

Presented by Marshall Ross

Business Development Manager
QLD

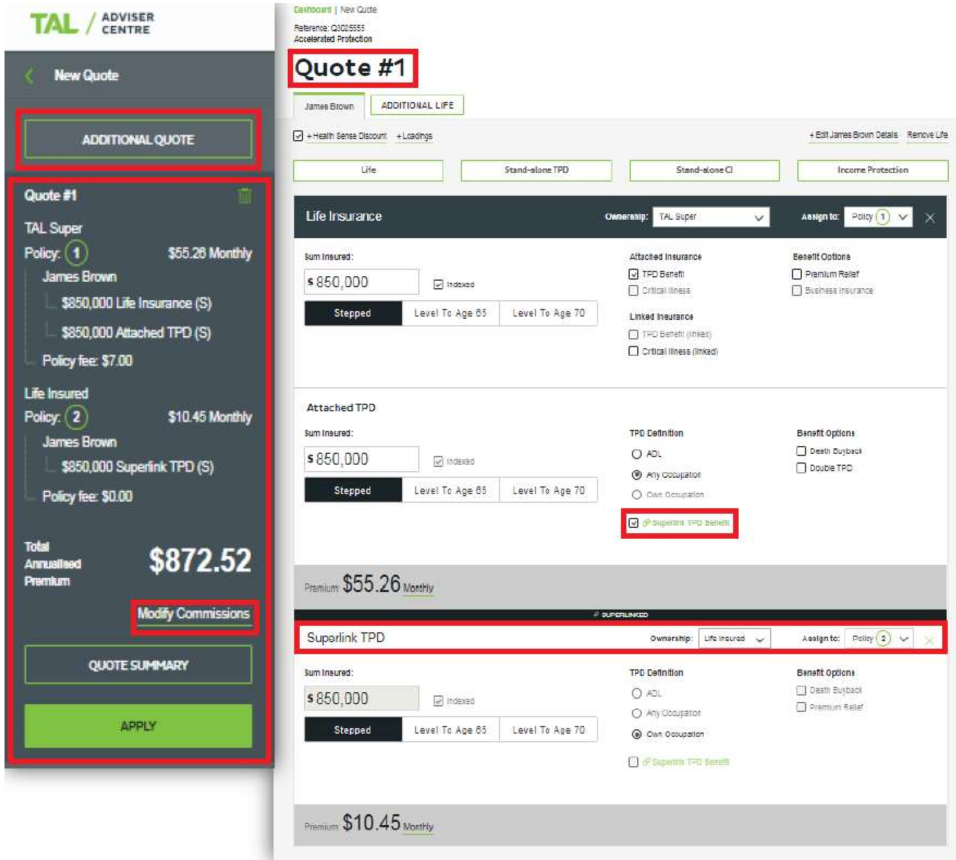
TAL

What we'll cover

- How to utilise the TAL Adviser Centre to maximise your suspense management and stay on top of your inforce portfolio
- Other Tips and Tricks to assist with your everyday processes with TAL

TAL

1. Quoting



Quote Summary on side navigation Quickly navigate between different quotes to view differences in premium

Intuitive Super-linking Automatically assigns ordinary policy to life insured and second policy

Replicate Quote Allows adjustments to be made on current quote

Rename Quote Allows easy identification and differentiation of quotes

Modify commission structure at benefit level

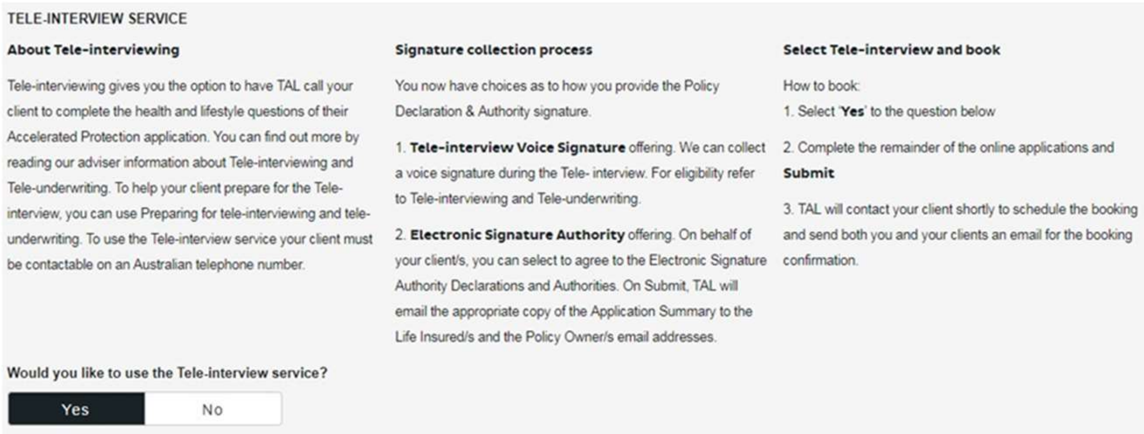
Other Tips and Tricks:

- **Attached vs Linked -** Superlinking only available under 'attached' super policy
- **Adding Childs Critical Illness** DOB will automatically recognise child as life insured and allow Childs Critical Illness benefit
- **Policy Ownership** Policy ownership determines the policy numbering. You can manually assign benefits to different policies (up to a maximum of four).
- **Product Settings** Set up default quoting preferences

2. Online Applications – Other Tips and Tricks: Tele interviewing

Tele-interviewing – Benefits:

- Saves you and your client time - 45 mins vs 17 mins
- Available from 8:00am to 11:00pm
- Less errors
- Faster underwriting decisions
- A tele interviewer will contact your client in 1 business day to arrange a time and no forms/signatures are required as calls are recorded.
- May reduce requirement for medical reports and additional information requests
- Mandatory medical requirements are raised immediately after teleinterview


TELE-INTERVIEW SERVICE

About Tele-interviewing

Tele-interviewing gives you the option to have TAL call your client to complete the health and lifestyle questions of their Accelerated Protection application. You can find out more by reading our adviser information about Tele-interviewing and Tele-underwriting. To help your client prepare for the Tele-interview, you can use Preparing for tele-interviewing and tele-underwriting. To use the Tele-interview service your client must be contactable on an Australian telephone number.

Signature collection process

You now have choices as to how you provide the Policy Declaration & Authority signature.

1. **Tele-interview Voice Signature** offering. We can collect a voice signature during the Tele- interview. For eligibility refer to Tele-interviewing and Tele-underwriting.

2. **Electronic Signature Authority** offering. On behalf of your client/s, you can select to agree to the Electronic Signature Authority Declarations and Authorities. On Submit, TAL will email the appropriate copy of the Application Summary to the Life Insured/s and the Policy Owner/s email addresses.

Select Tele-interview and book

How to book:

1. Select '**Yes**' to the question below

2. Complete the remainder of the online applications and **Submit**

3. TAL will contact your client shortly to schedule the booking and send both you and your clients an email for the booking confirmation.

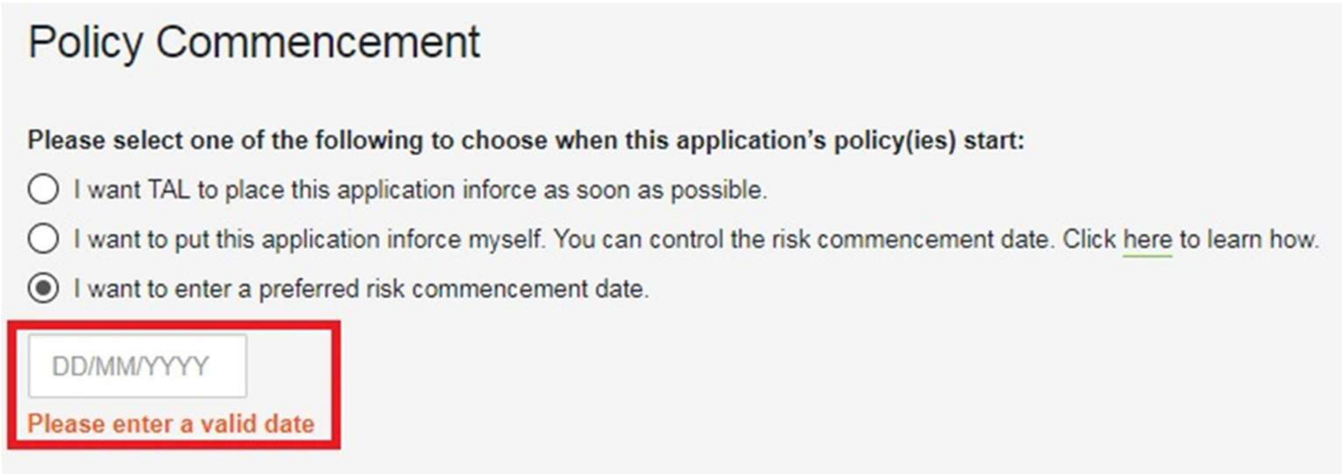
Would you like to use the Tele-interview service?

Yes No

2. Online Applications – Other Tips and Tricks: Policy Commencement

Three options available:

Nominate a date if you don't want TAL to put policy in force – usually when a customer has an existing policy



2. Online Applications - Other Tips and Tricks: Electronic Signatures

Electronic Signatures

- We accept electronic signatures for:
    1. Policy Declarations
    2. Medical Evidence Authority
    3. TAL Superannuation and Insurance Fund Application

- If the Medical Evidence Authority is completed and you have opted for TAL to arrange all medical examinations, we will arrange the relevant examinations via UHG – UHG logins

- If electronic signatures are not selected, a ‘Declaration and Authority’ section will appear where you will need to download the Declaration and Authority PDF and upload the signed PDF

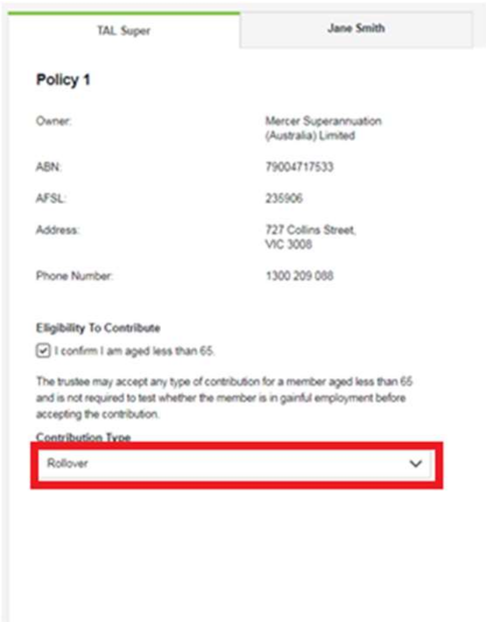
TAL

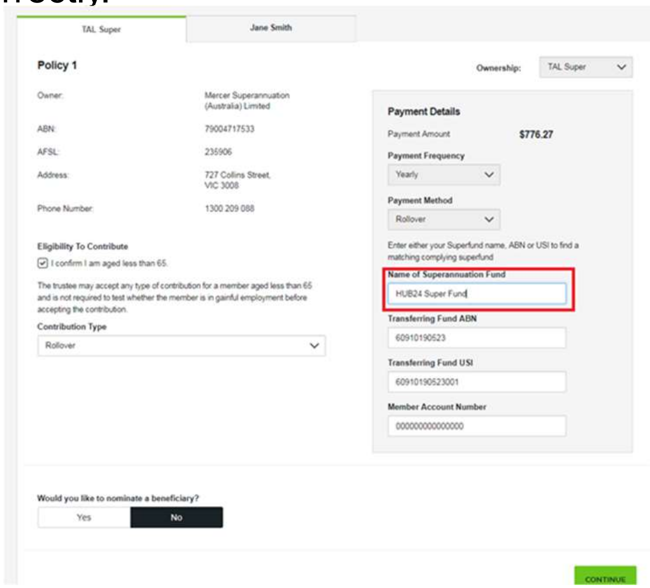
2. Online Applications – Other Tips and Tricks: Enduring Rollover Authorities

Will allow our internal system to automatically request the rollover each year. This means you will not be required to submit an annual rollover request.

How:

1.On the ‘Policy Owner Details’ page of the online application, select ‘Rollover’ under ‘Contribution Type’ and enter correct superannuation details – TAC will populate the Transferring Fund ABN and USI if the ‘Name of the Superannuation Fund’ is input correctly.





Rollover Due Diligence Checklist

Ensure correct name and address details from super fund match application for TAL (most common rejection reason)

Refer to last member statement for correct details (incl. USI)

Super fund balance >$5,000 after insurance premium deducted

Check if any rollovers in the last 12 months

Risk original fund may dishonour (not usually enforced though)

Confirm exit or withdrawal penalties that may apply

Especially on older funds. Newer funds (receiving SG conts) are best.

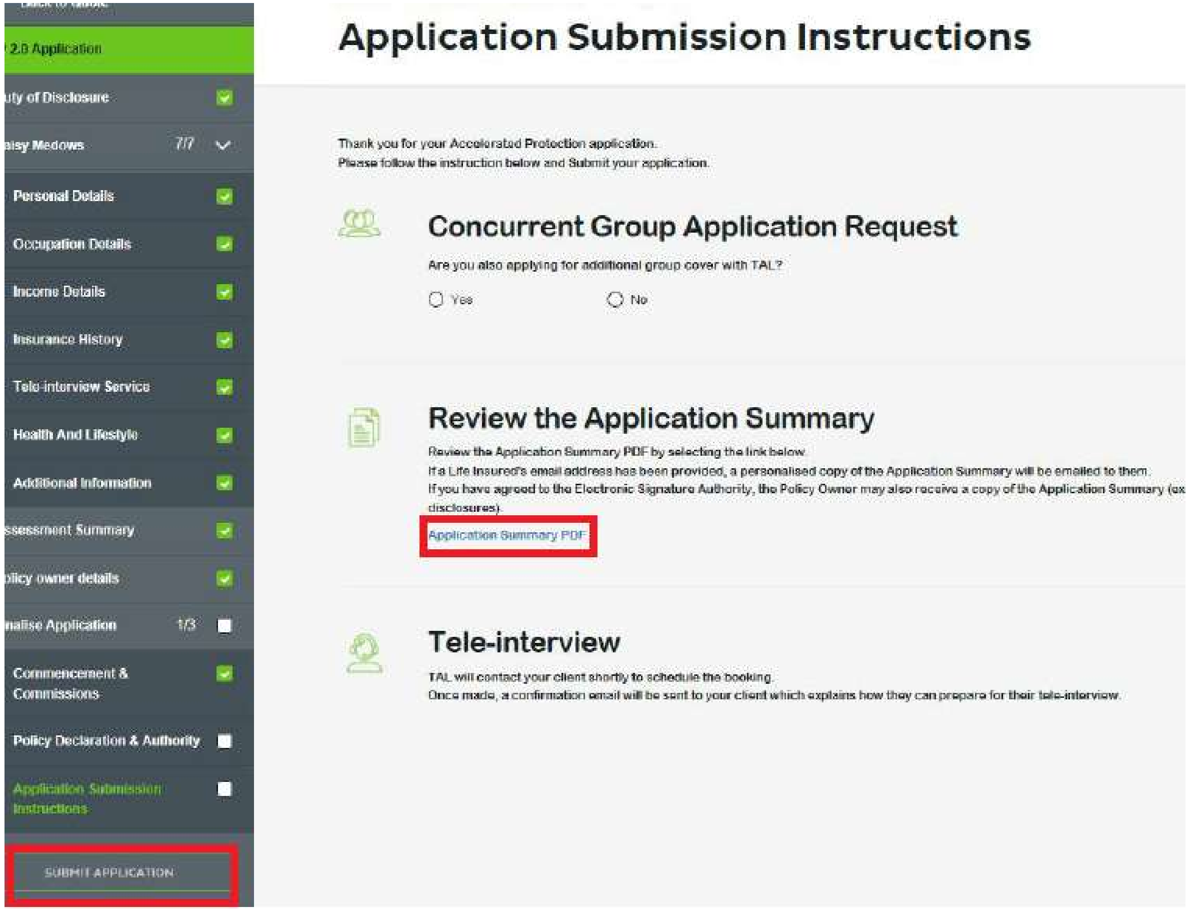
Ensure the super fund is not a constitutionally protected fund (eg. Defined Benefit scheme) or in pension mode.

Some funds may insist on a minimum cash balance and minimum rollover amount rules

2. Online Applications - Other Tips and Tricks: Download Application Summary PDF

Application Summary

You will need to download the Application Summary PDF to be able to submit the application.

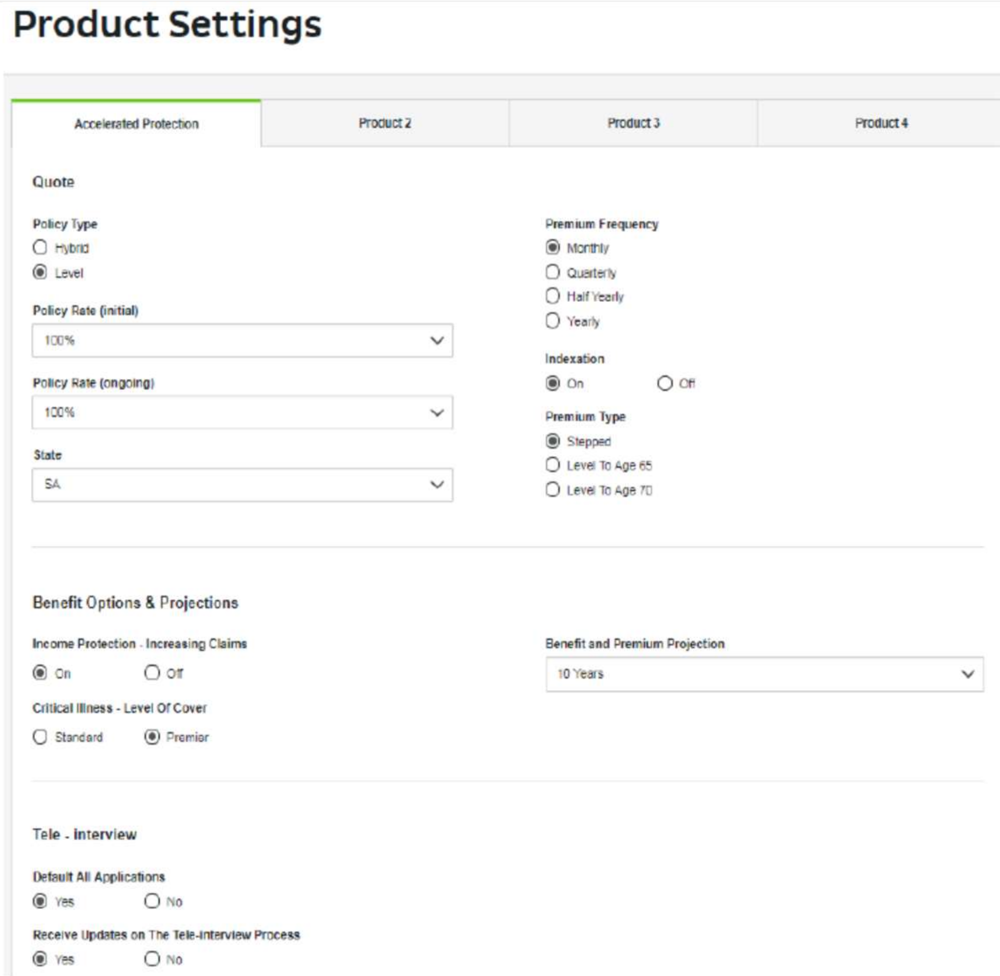


2. Online Applications - Other Tips and Tricks

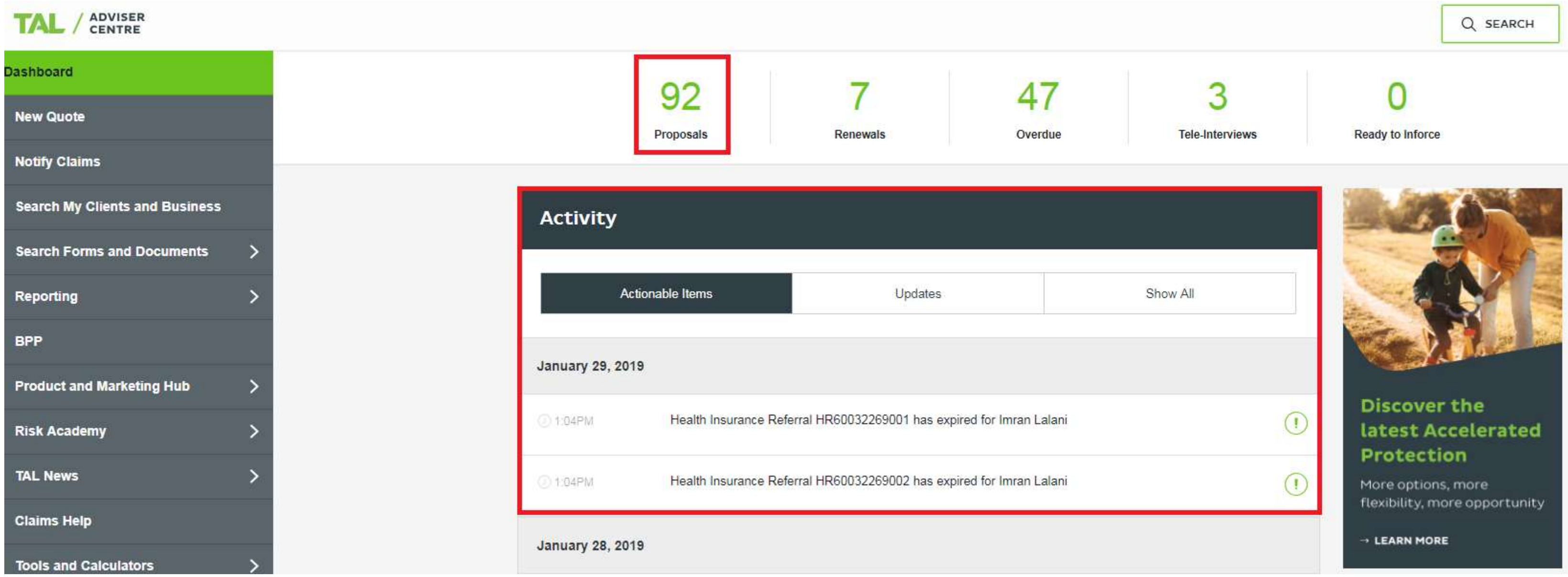
Product Settings Set default preferences to save you time when quoting

Includes:

- Hybrid/Level
- Commissions
- State
- Premium Type and Frequency
- Indexation
- Increasing Claims Option
- Premier Critical Illness
- Tele interviewing



3. Suspense management



How to track the progress of your applications:

1. Email – You will receive an email if any additional requirements are raised by our underwriting team

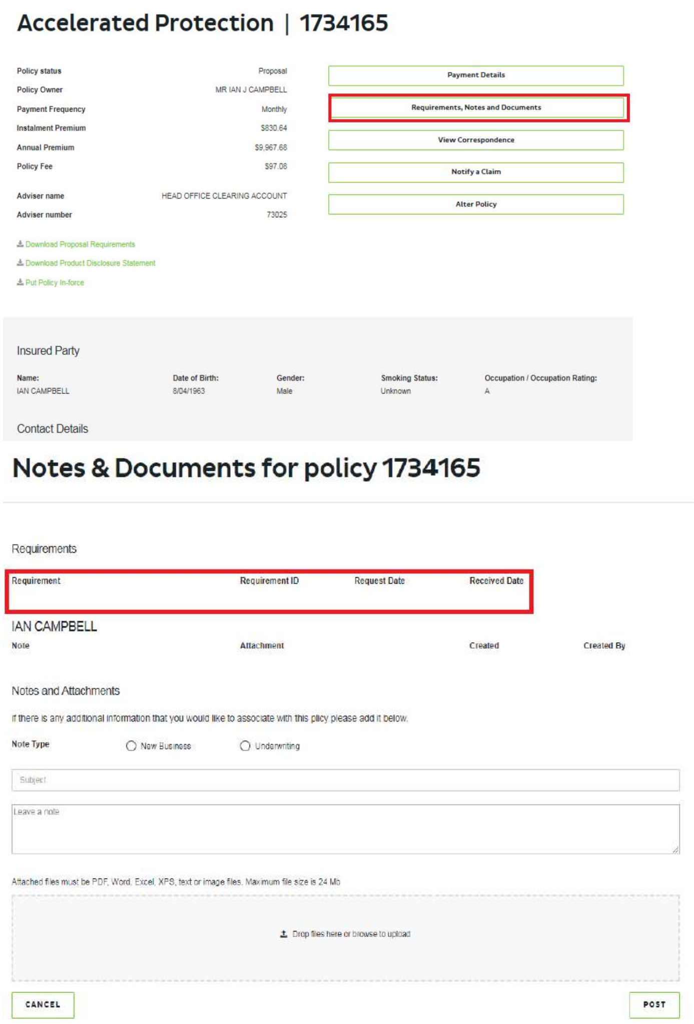
2. Activity Feed – Underwriting requirements will be raised in real time

3. Dashboard 'Proposals' - List of policies/clients in proposal

3. Suspense management – Attach and Load

How to identify requirements and attach/upload documentation/additional information:

1. Search client name or policy number using universal search bar on top right hand corner
2. Open Client Record
3. Open ‘Requirements, Notes and Documents’ tab
4. Identify requirements
5. Attach and load documents. You can also label the documents and add any additional notes/commentary

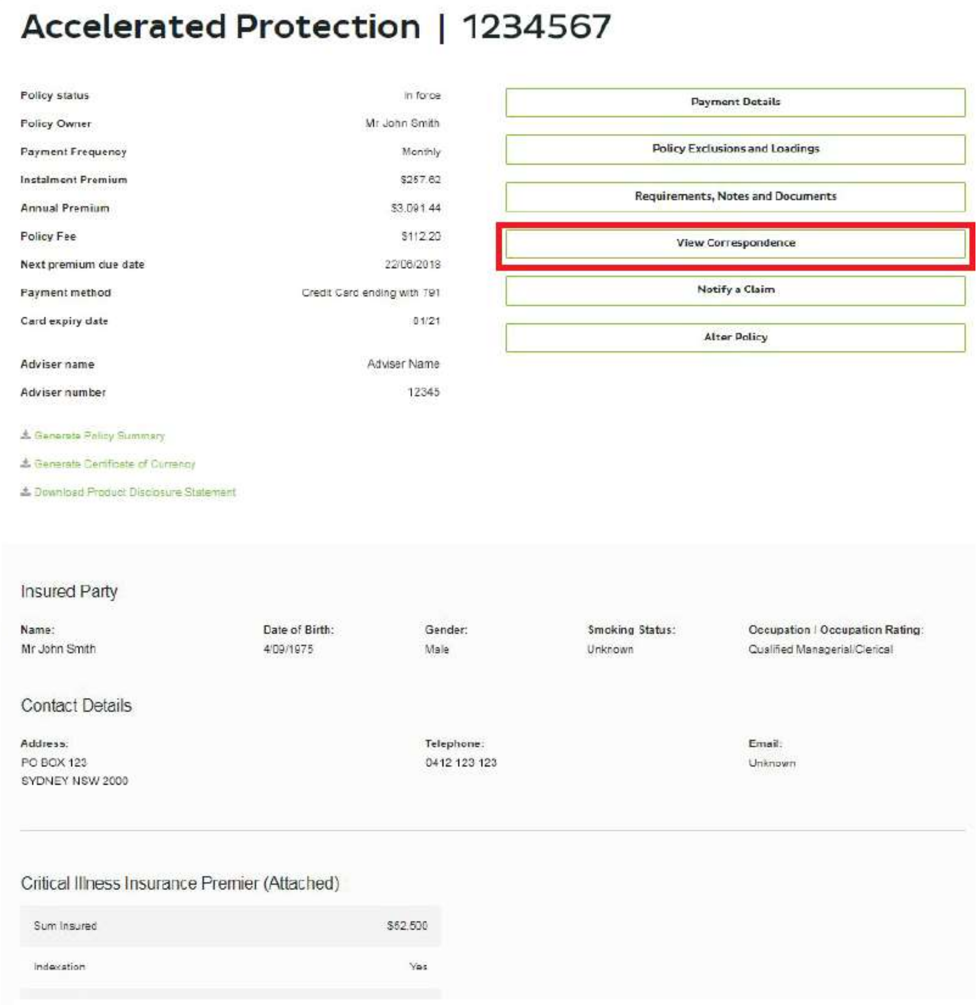


4. Decisions - Automated Letter of Offer

Letter of Offers are available on the ‘Client Record’ under the ‘Correspondence’ tab

How:

1. Search client name or policy number using universal search bar on top right hand corner
2. Open Client Record
3. Open ‘View Correspondence’ tab
4. Download Letter of Offer “NB Adviser LOA Letter for Policy…”



4. Decisions – Alternate Terms and Declined Applications

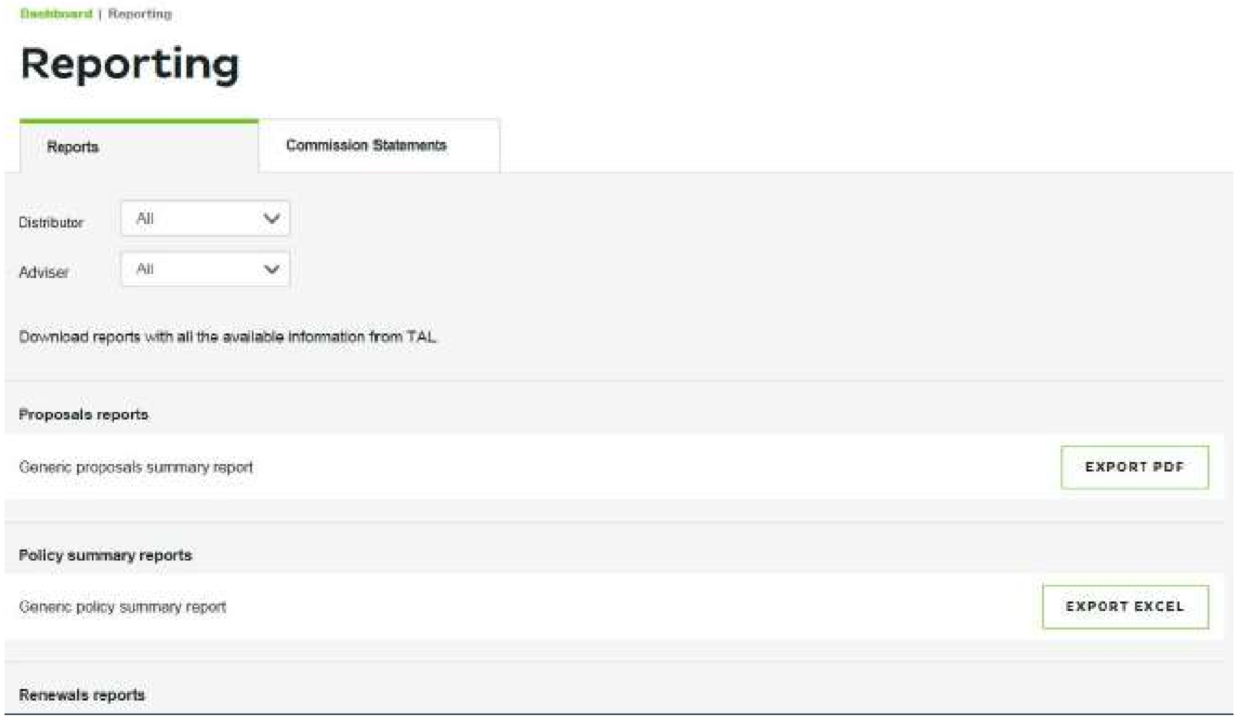
Decision	
Alternate Terms	Underwriter will call you to discuss Alternate Terms if decision was made based on information provided in the initial application. If decision was made based on new medical information obtained after the initial application, we will require a signed consent from your client. You can accept the Alternate Terms on behalf of your client over the phone – no new forms, signatures required
Declined Application	Underwriter will attempt contact with you over 3 business days to discuss the decision prior to sending the client a decline letter.

TAL

5. Manage your inforce policies - Reporting

You can export the following reports into Excel Spreadsheets or PDFs:

- Proposals
- Policy Summary
- Renewals
- Overdue policies
- Lapsed policies



How:

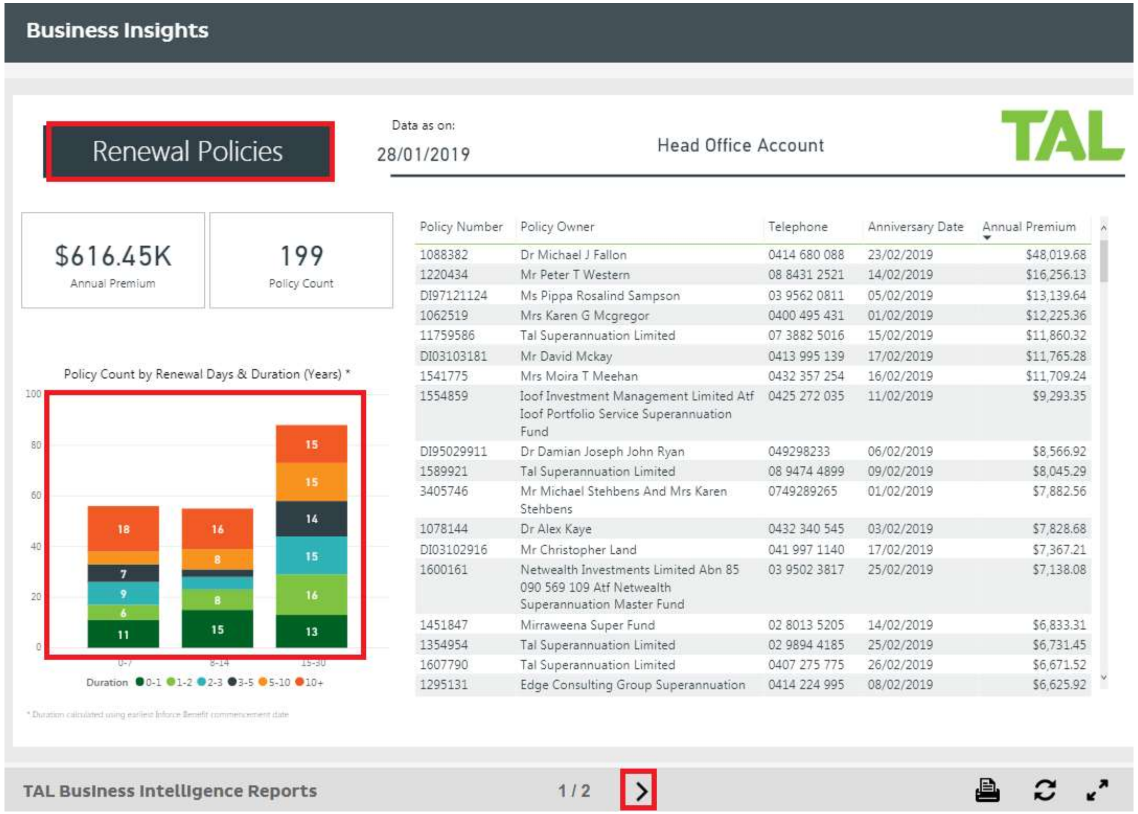
1. **Click ‘Reporting’ on the left hand navigation tab on the TAC Dashboard**

5. Manage your inforce policies – Business Insights

Business Insights is an interactive report which categorises your policies up for **renewal** and **overdue** policies based on when they are due and how long they have been in force.

How:

1. **Click 'Reporting' on the left hand navigation tab on the TAC Dashboard**
2. **Identify the report you are viewing on the top left hand corner – Renewal or Overdue**
3. **Toggle between reports using the arrow on the bottom centre of the report**
4. **Click on a segment of the graph to display corresponding policies in the data table on the right hand side**



NOTE: All reports can be exported to Excel Spreadsheet

5. Manage your inforce policies – Your Business Story

Your Business Story Four interactive pages (graphs and filters -benefit type, duration) on your:

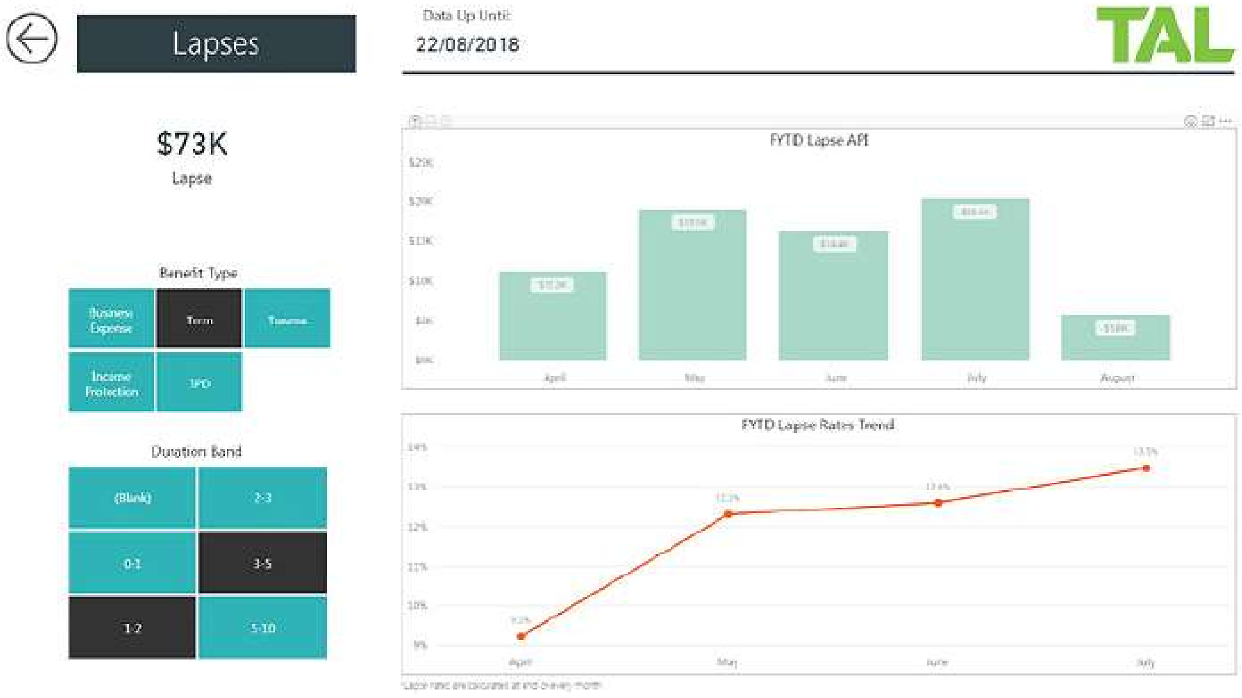
- In-force policy overview
- Completions and submissions for FYTD
- Lapse data for the FYTD
- Current FY vs last FY data

How:

1. Click on ‘Your Business Story’ link under Business Insights Renewals/Overdue Report

Navigating ‘Your Business Story’:

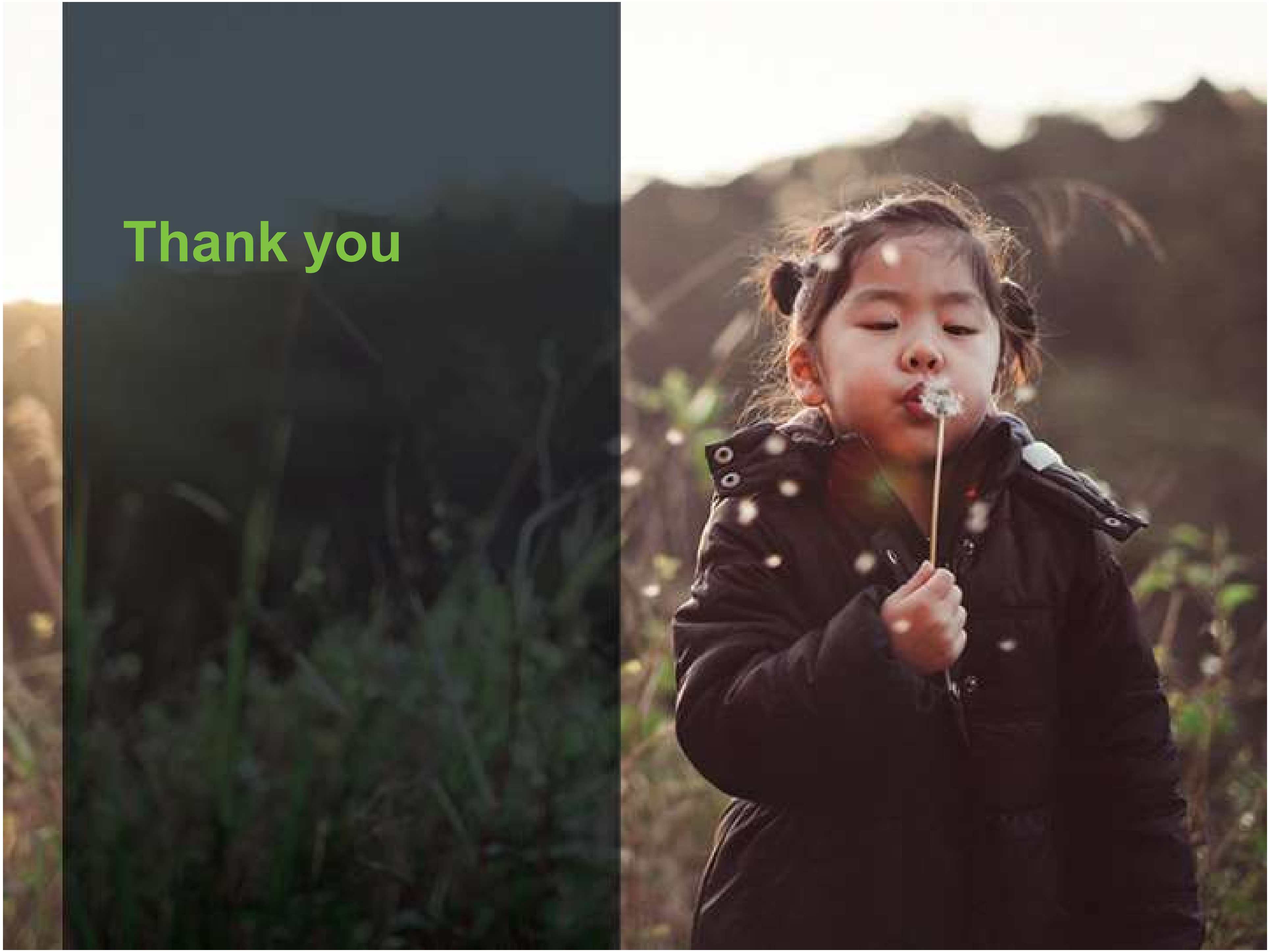
1. **Navigate through report pages by clicking the left and right arrows**
2. **You can customise the data displayed by clicking on different filters available on each report e.g. benefit type, duration band**
3. **You can export data to Excel Spreadsheet using by clicking on “…” on the top right hand corner of each graph**



6. Get TAL to organise medicals
TAL will organise any client medicals on your behalf

- **Get setup with a UHG website access:**

A day 5 reminder was faxed to the Provider on 8/03/2017	**mEb2 Admin to** Customer 8/03/2017 8:00:06 AM
Shaila from the advisers office called needing an update. I advised that I am waiting on an invoice from the clinic. I provided her with the clinic contact information.	**patti hernandez to** Customer 7/03/2017 12:21:21 PM
Case was taken off hold with reason: **Continue to Pursue** : continue to pursue	**patti hernandez to** Everyone 7/03/2017 11:29:00 AM
(Donna) advised that she faxed the invoice to UHG this morning. I advised her to fax to 7866 fax line	**patti hernandez to** Customer 7/03/2017 11:28:50 AM
(Raquel) advised that I need to call back tomorrow to follow up as I was calling after business hours.	**patti hernandez to** Customer 6/03/2017 5:36:13 PM


Thank you