

# Product & Service Notice



Date: June 10, 2021  
To: Ameritas Field Associates  
RE: Changes to teleunderwriting process for life insurance effective June 10, 2021

Form Number: PS4264  
Product Area: Life Insurance

**Summary: New Process Effective June 10, 2021.** Ameritas Life Insurance Corp. is working to improve our new business and underwriting workflow. We're excited to announce a new relationship with American Para Professional Systems (APPS) to complete teleunderwriting interviews for life insurance clients. (This change is not applicable to life insurance in the states of New York, Pennsylvania or Virginia, disability income (DI) or life/DI combination applications.) When combined with our new underwriting engine, Magnum, APPS allows us to more easily present appropriate questions at the right time during the underwriting interview. We will also be able to more efficiently review the data received which will streamline the process and improve our customer's experience.

## **Improved Underwriting Processes**

Using APPS with our new teleunderwriting process helps us increase the use of Magnum, our automated underwriting engine. The answers received during the teleunderwriting interview will be fed directly into Magnum and the engine will decide if additional information is needed. As an example, if the client states they had a heart attack last year, the engine will recommend an Attending Physician's Statement (APS). But for other impairments Magnum may recommend reflexive questions to gather the information necessary to make an underwriting decision without an APS.

## **How Teleunderwriting works with APPS**

The APPS process is similar to our current process with ExamOne. (Note, APPS is currently used only for life insurance applications, not DI or life/DI combination applications.) You will submit your application through eApply and request EZ APP Teleunderwriting. There is no need to order any requirements for these cases.

The questions asked by the APPS teleunderwriting team are slightly different than those asked by ExamOne. We have created new drop-down questions for any 'Yes' answer to get the data we need to make decisions as fast as possible. For example, if a client says 'Yes' to the hypertension question they'll be asked if they know their last blood pressure reading. This will help us understand the current status of this condition.

When an application is received, our system will automatically order the teleunderwriting interview and mini-exam if needed for age and amount. APPS will then contact the client to complete the teleunderwriting interview and will schedule a mini-exam at the end of the interview.

Once the interview is complete, the data is fed into Magnum to see if any additional information is required. If necessary, the underwriter will order an APS or request more information.

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## **Important Notes**

This change is not applicable to life insurance in the states of New York, Pennsylvania or Virginia, disability income (DI) or life/DI combination applications. The APPS process outlined here should only be used for life insurance applications at this time. Disability Income and life/DI combination applications will be processed by ExamOne.

The phone number clients will call to complete the APPS teleunderwriting is: 866-683-2801. Call center hours are: Monday through Friday 7:00 a.m. to 9:00 p.m. and Saturday from 8:00 a.m. to 2:00 p.m. Central.

If you have further questions, please call your underwriter.

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