



PHONE VERIFICATION FOR FASTER SALES.

Completing the Phone Verification (PV) at the point of sale, not only processes applications faster, it also helps you get paid faster. A PV associate is available to take calls Monday–Friday from 7:00 am–7:00 pm CT. [Call 866.825.4822 to get started.](tel:866.825.4822)

Product		Express App (no wet signature)	Phone/fax (no wet signature)	Paper/fax (with wet signature)
Medicare Supplement	OE/GI	Not needed*	Live PV	Not needed*
	Underwritten	Live PV	Live PV	Live PV
Cancer, Heart Attack & Stroke and Accident		Not needed**	Live PV	Not needed**
Individual Whole Life		Live PV	Live PV	Live PV

What is a PV?

A PV is a phone interview that applicants must complete in order for CSB to process applications according to the chart above. The PV acts as an electronic signature and verifies medical questions with the applicant.

Case number

During the PV, the applicant will receive a PV case number that must be included on the application before submitting.

Questions? Call us at 877.454.0923, or email us at CSBNewBusiness@Cigna.com.



Allows phone verification (PV) representatives to provide preliminary policy approval to your customers at the point-of-sale.

Together, all the way.®



*Applicant verification in lieu of a PV.

**Flexible Choice over \$50,000 require live PV.

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