
UNDERWRITING PROCESS AND GUIDELINES

The underwriting process is conducted via telephone interview by MRS, our underwriting business partner, for our SIWL and GDB products. Two telephone interview options are available to meet the needs of your business:

1. Interview **now** with Voice Signature application. Approved applications will be issued within **1–2 business days!**
2. Interview **later** and submit a paper application.

VOICE SIGNATURE Application vs. PAPER Application



- ✓ Use the **Voice Signature** application when:
 - You can conduct the call during MRS business hours (8 a.m.–9 p.m. Central Time, Monday–Friday; 8 a.m.–3 p.m. Central Time, Saturday)
 - You need the business to be completed in a single visit with an immediate decision at the point-of-sale (calls take on average 25 minutes)
 - You and your applicant agree to complete the application by phone using the Voice Signature process and you must have given the applicant a copy of the Important Information Form 141720-N prior to the call
 - The Owner and Payor are the same as the Proposed Insured
 - Your applicant plans to pay premiums by Electronic Funds Transfer (EFT); debit cards and credit cards are not accepted
 - Your applicant does NOT need a translator – all interviews are conducted in English.

See page 7 for our 2-step process to submit a Voice Signature application.

— OR —



- ✓ Use the **Paper** application when:
 - You are taking an application outside of available interview times
 - You cannot give a copy of the Important Information Form 141720-N to the client
 - The Owner and Payor are different from the Proposed Insured
 - Your applicant plans to pay premiums by check (quarterly, semi-annually, and annual billing modes only)
 - Your applicant needs an interpreter

See pages 8-9 for our 3-step process to submit a Paper application.

To submit an application in Connecticut: Unfortunately, we cannot offer Voice Signature in the state of Connecticut at this time. You can still call (866) 281-9228 for your SIWL and GDB applications. However, you will need to submit the signed paper application after the phone interview. Additionally, the Interview Later process is still available without any changes.

Choose the application that best suits your scenario and proceed with the steps on the following pages.



VOICE Step 1 – Pre-qualify the applicant, the Proposed Insured

All applications must be pre-qualified.

1. Verify identity by viewing a photo ID such as a current driver's license, state ID card, or passport. If you are unable to verify the applicant's identity, this will be noted in the Agent's Report during the application interview.
2. Individuals not eligible to apply for Simplified Issue Whole Life (SIWL) and Graded Death Benefit Whole Life (GDB) products:
 - Anyone without a Social Security number
 - Anyone who is not a U.S. citizen or current Green Card holder
 - Anyone mentally incompetent or otherwise unable to make a valid contract
 - Anyone who refuses or is unable to complete a telephone interview
 - Anyone who is currently being prescribed a medication on the Prescription Indicator List (Form 200)
 - Anyone who already has \$25,000 SIWL or \$10,000 GDB with Royal Neighbors
 - Anyone who has three or more lapsed certificates with Royal Neighbors
3. Use our **POS Agent Worksheet (Form 2416-A)** to ensure your phone interview is completed as efficiently as possible.
4. Review all medications and consult the Prescription Indicator List (Form 200) for any automatic declines.
 - If the Proposed Insured has been prescribed any of the automatic decline medications, she/he is not eligible for the product, regardless of how the health questions were answered.
5. Provide the applicant a copy of the **Important Information Form 141720-N** (ICC and state-specific versions for CA, DC, FL, IL, OH); this is mandatory and the interview will end if the form is not provided.

If you have any questions regarding medications, or any of the items in the pre-qualification checklist above, please call Underwriting at (800) 627-4762, option 1, option 1.

VOICE Step 2 – Conduct the interview

Call (866) 281-9228 for the interview. Interviewers are available:

- 8 a.m.–9 p.m. Central Time, Monday–Friday
- 8 a.m.–3 p.m. Central Time, Saturday

*What the **agent** can expect during the interview*

The interviewer will:

1. Ask your name and Royal Neighbors of America agent number (always required).
2. Ask you to provide the information you gathered on the POS Agent Worksheet (Form 2416-A).
3. Verify you have provided the applicant the Important Information Form and ensure the applicant has read it.
4. Ask if you agree with Voice Signature and collect your Voice Signature.

*What the **applicant** can expect during the interview*

The interviewer will:

1. Advise the applicant that the call is being recorded.
2. Verify her/his name, address, Social Security number, and date of birth.
3. Obtain voice signature authorization to order the MIB Report and other information.
4. Ask the medical questions.
5. Review the Prescription Profile and MIB Report; additional questions may be asked based on these findings.

The interviewer will advise you if the application is approved, declined, or needs to be referred to the Home Office for additional review. If approved, the certificate will be issued the next business day.

You will need to complete and leave replacement forms for SIWL and GDB with the client. However, for NAIC states, the forms can be signed verbally and you do not need to fax forms into the Home Office. For non-NAIC states, the replacement forms will still need to be faxed to (866) 787-1450 or mailed to 230 16th Street, Rock Island, IL 61201.