

Agent Portal – Verification Call Information

GTL designed the Agent Portal around you, our valued Agent, in order to provide an efficient and dependable means of submitting e-Signature applications. When it's time to verify the sale, your applicant(s) will find the process simple and reliable. They can complete the verification call either before or after you enter the online e-Signature application. Keep in mind, however, that GTL will not begin underwriting the e-Signature application until the verification call has been completed.

Please advise your applicant(s) to call the toll-free number (855) 267-4453 to complete the verification call. For their convenience, Representatives are available Monday through Saturday between 8AM and 10PM and also Sunday between 11AM and 4PM Central time. The call takes approximately 3 minutes to complete.

Applicant Information Verified During the Call

1. First and last name
2. Mother's maiden name
3. Date of birth
4. Last 4 digits of social security number
5. Agent of Record's name
6. Name of GTL product being applied for
7. Verbal response acknowledging they understood the questions on the application and answered them truthfully.
8. Verbal response acknowledging they understand that, if their application for insurance coverage is approved, regular premium payments are required to maintain coverage.

A confirmation number will be given at the conclusion of the call for the client's records.

FAQ's

Why do applicants have to complete a verification call?

The verification call is a necessary step in our e-Signature application process. It gives GTL the authority to perform the necessary underwriting, creates a recorded validation of the applicant's knowledge of applying for coverage, affirms their understanding of the type of coverage applied for and the necessity of periodic premium payments to retain their coverage.

How long does the average verification call take to complete?

3 minutes.

What number do applicants call to complete the verification call?

The toll-free phone number is (855) 267-4453.

Is the call toll-free?

Yes.

What hours are Representatives available?

Monday through Saturday 8AM to 10PM Central time. Sunday 11AM to 4PM Central time.

Who has to complete the verification call?

Any adult applicants listed on the application for coverage. If a spouse applies for coverage on the same application, one verification call may be completed to confirm both applicants information. Children applying for coverage via a child policy or child rider do not need to complete a verification call.

Do children need to complete the verification call?

No. Children applying for coverage via a child policy or child rider do not need to complete a verification call.

Does the applicant have to complete a separate verification call for each product applied for?

No. If the applicant is applying for more than one GTL product at the same time, only one verification call need be completed. The applicant may verbally state all product names/types being applied for.

What if my applicant refuses to complete the verification call?

Please complete and submit a paper application.

Who do I call if my applicant has a problem completing the verification call?

Contact the GTL Sales Support Department at (800) 323-6907 during normal business hours. (Monday through Thursday 7AM to 5PM or Friday 8AM to 12PM Central Time)

Can I submit the e-Signature application before my applicants complete the verification call?

Yes. Keep in mind, however, that GTL will not begin underwriting the e-Signature application until the verification call has been completed.

Does the applicant need to do anything with the confirmation number given at the end of the verification call?

No. It is simply for their or your reference, if needed, in the future.

For additional information regarding the sales verification call process, please contact the GTL Sales Support Department at 1-800-323-6907 during normal business hours.

Monday through Thursday 7AM to 5PM

Friday 8AM to 12PM Central Time

Thank you for your business!