

iPipeline iGo-e-App Frequently Asked Questions



What is iGo e-App?

iGo e-App is an intelligent, rules based form for insurance application processing. It simplifies the application process, eliminates “not in good order” apps, reduces cycle time thereby increasing placement ratios and provides more flexibility with your clients.

What products are available in iGo e-App?

ANICO Indexed UL, ANICO Executive UL, ANICO Executive UL-SI, ANICO Signature Term and ANICO Signature Term-SI

How do I access iGo e-App?

If you are affiliated with a Brokerage General Agency (BGA), you can access iGo e-App on their website. If you are not affiliated with a BGA with iGo e-App or are not affiliated with a BGA, you can log into ANICO’s e-agent and access iGo e-App there.

What tools do I need on my computer?

- Web Browser: Internet Explorer 7, 8 & 9, (does NOT work with IE 10, which comes with Win8) Firefox, Chrome or Safari (current and prior 2 releases)
- Adobe Reader 8 or higher set as default reader.
- Bandwidth: High speed internet connection
- Any standard operating system
- Accept Cookies and Turn off Pop-Up Blocker

Can I use my iPad?

Yes. For the SI products you can even use the iPad to sign via face-to-face on the iPad screen. The other products will have that function soon. Until that time, you can complete the app on the iPad, but will have to use the email process for signature.

What do the visual cues within the iGo e-App mean?

- If you type the information correctly within the application, the field will change color from yellow to white.
- If a field is incomplete, a red question mark underneath a particular section points out that you have incomplete information and that you will eventually need to come back and complete it.
- A green checkmark lets you know a section is filled out correctly.
- A gold star indicates that your application is in 100% good order.

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What is an e-Signature?

An e-Signature, also known as an electronic signature, is the equivalent of a manual 'wet' signature and shows the intent to sign the application and any other required forms. The process has been designed with that goal in mind; your client and you can be confident that the e-Signatures created with this process are as good as a real signature.

- **Via E-Mail**

The key legal requirement of an e-Signature is the fact that the client is authenticated through the login process, the unique e-mail and embedded link.

- **Via Face-to-Face**

The requirements of an e-Signature via the Face-to-Face process involve the client being in the presence of the agent. The client must provide legal identification and is authenticated by random identifying questions.

- **Via Digital Pad**

The requirements of an e-Signature via the Digital Pad process involve the client being in the presence of the agent. The client will be signing on the Topaz Signature Pad (not provided or supported by ANICO).

What do I need to participate in the e-Sign process?

In order to participate in the e-Signature process, you must have obtained all green checkmarks in the navigation tree of your iGO e-App and a gold star on your page. These visual cues within the iGO e-App let you know that your application is in good order and ready to be locked for the e-Signature process.

What does my client need to complete the e-Sign process via email?

- Web Browser: Internet Explorer 7, 8 & 9, (does NOT work with IE 10, which comes with Win8) Firefox, Chrome or Safari (current and prior 2 releases)
- Adobe Reader 8 or higher set as default reader.
- Bandwidth: High speed internet connection
- Any standard operating system
- Accept Cookies and Turn off Pop-Up Blocker
- A valid email address

What e-mail notifications do I receive?

- You will receive an e-mail when the client successfully logs into the e-Sign process or if they are unsuccessful because they entered the wrong PIN
- When the client e-Signs the application, you will also be notified via e - mail
- When it is your turn to sign and submit the application

How long does an e-Signature link stay valid?

You will have 7 days to complete an e-Signature and e-Submission once the process has begun. If it is not completed in that time, it will become invalid. If it becomes invalid, you, the agent, will be notified. You can go into the application inside the e-app system and resend the signature link.

As an agent, when do I e-Sign the application?

After all parties e-Sign the application, you will receive an e-mail that contains a link in it for you to open up and e-Sign the application



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When do I e-Submit the application? Where will the application go?

Once your e-Signature is applied, then it is time to e-Submit. Depending on your setup, this will either go to your case manager for final approval, or it will go right to ANICO. Either way, you will know where the submission is going to be routed based on the button at the bottom of the screen. Once submitted and approved, it is routed to ANICO for processing. Check the status of the case by accessing E-Agent and going to New Business.

Can I get a PDF of the signed application?

At the very end of the signature process - right after you sign it, you are given the opportunity to view and save the signed application. If you missed it there, go into E-App, open the app in question, click on the Application tab at the top, then click on View Forms button on the right.

How long do my cases stay in the "My Cases" list?

Cases will be purged 120 days from the last time they are touched. The timer is reset once a case is opened. Once submitted, the cases will stay in the list forever.

What if my Producer Group is already on iPipeline?

You will be able to use iPipeline iGO e-App just like you are already doing with other carriers on your Producer Group's website.

