

Rapid eUnderwriting

Frequently Asked Questions



MetLife

I. Rapid eUnderwriting - Client and Product Specifics

Q What is Rapid eUnderwriting?	A Rapid eUnderwriting is a new, innovative underwriting process that will be used going forward for all clients ages 18-40 who are purchasing Guaranteed Level Term (GLT) for terms in 10-, 15- or 20-year increments with face amounts of \$100,000 through \$500,000. This process combines a request for coverage ticketing process with a client interview of approximately 20-40 minutes. There are no paramedical exams or labs required. This expedited underwriting process results in policies being turned around in a matter of days versus weeks.
Q Who is eligible for GLT with Rapid eUnderwriting?	A Clients ages 18-40 who are seeking level term insurance coverage of \$100,000 through \$500,000 in face amount. The total face amount written on the client in the past 12 months plus the amount being applied for cannot exceed \$500,000.
Q What products qualify?	A Rapid eUnderwriting is available with GLT 10-, 15- and 20-year level term policies.
Q Is Rapid eUnderwriting available with permanent insurance?	A No, this is only available with GLT 10-, 15- and 20-year policies. This is not available with GLT 30 year, or any permanent policies, such as Whole Life, Universal Life or Variable Universal Life.
Q Are there any coverage limitations on GLT with Rapid eUnderwriting?	A The minimum coverage is \$100,000 face amount. The maximum coverage amount a client can have with GLT with Rapid eUnderwriting is \$500,000, which includes any coverage previously purchased from any MetLife company within the last 12 months. For example, if your client applied for and received a \$200,000 Whole Life policy in the last 12 months and now wants term coverage through Rapid eUnderwriting, any amount in excess of \$300,000 would be subject to traditional application and underwriting processes.
Q Can individuals between the ages of 18-40 apply for 30-year level term and/or permanent coverage? What if they want 10-, 15-, or 20-year level term at higher face amounts?	A Customers in this age bracket who want a permanent product, 30-year level term, or a face amount above \$500,000 can still apply for coverage other than that outlined for Rapid eUnderwriting, but they will be subject to the full underwriting process, including paramed exams and lab work. They may, however, take advantage of our traditional tele-application process with Express Order Ticket (EOT) or electronic Request for Insurance Tools.
Q What if a client's needs show \$400,000 whole life and \$200,000 Term?	A This client would not fall into the Rapid eUnderwriting criteria. The coverage request would be submitted under one application. If the coverage amount, however, totals \$500,000 or less (i.e. \$300,000 WL and \$200,000 term), you would submit them separately, with the term amount going through the Rapid eUnderwriting process.
Q Is temporary insurance available?	A Yes, temporary insurance is available if advance payment is made by check or bank draft.
Q Is product conversion available?	A Yes, normal product conversion rules apply.
Q Are all of the GLT riders available with this market? ¹	A Acceleration of Death Benefit Rider, Disability Waiver of Premium and Convertible Disability Waiver are available. The Long-Term Care Guaranteed Purchase Option rider is not available on GLT with Rapid eUnderwriting.
Q Is Rapid eUnderwriting available in all states?	A No. This program will be initially available in 23 states. The states are Alaska, Arizona, Arkansas, Colorado, Delaware, District of Columbia, Iowa, Kansas, Kentucky, Mississippi, Montana, Nebraska, New Hampshire, Ohio, Oklahoma, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Washington and Wyoming. A communicate will be sent out as additional states are added. You can also call our life sales desk for an updated list.

II. Sales Proposal and Application Process

Q Will MetWINS be updated to reflect the change in process for the Rapid eUnderwriting criteria?	A Yes, MetWINS will be updated for the states included in the initial launch. When a sales proposal is run that fits into the Rapid eUnderwriting criteria, a pop-up screen will indicate that an EOT is required and that the Elite Plus underwriting class is not available.
Q What if I run two proposals in MetWINS for different products?	A If the term face is \$500,000 or less, and falls in the age and product criteria for GLT with Rapid eUnderwriting, a pop-up screen will direct you to EOT. MetWINS will not know that a second proposal for a combined face amount has been generated. Unless one of the policies requested is survivorship, traditional EOT will be accepted.
Q How do I submit an application that falls in the Rapid eUnderwriting criteria?	A For Rapid eUnderwriting, you must submit tickets through EOT, quikMet or iPipeline. ² Enterprise applications will NO LONGER be accepted. If a paper application is submitted, this will be returned to the producer and the business will need to be submitted through one of the processes listed above. If you are unsure of whether or not your client falls into the Rapid eUnderwriting criteria, it is best to use an electronic ticket as a fail-safe. Also, running any case that meets this criteria in the illustration system will result in a pop-up message indicating that this case meets the Rapid eUnderwriting criteria.
Q Can I submit the Enterprise Application for a client age 35 applying for \$400,000 in GLT coverage?	A No, for any client meeting the GLT with Rapid eUnderwriting criteria of ages 18-40, face amount of \$100,000-\$500,000 and the GLT 10-, 15-, or 20-year product, the business must be submitted through EOT, quikMet or iPipeline.
Q What is the EOT?	A The EOT is part of a simplified life insurance application process that reduces the amount of paperwork needed to be completed at point of sale. There are no medical questions at the point of sale, and having the client voice sign the application eliminates the need for a client signature on the application at policy delivery. The application is completed over the phone with a customer service representative.
Q Can I use the EOT for all of my tickets?	A The EOT can be used with all MetLife Life Insurance products, with the exception of Legacy Advantage Survivorship Universal Life. However, with GLT 10-, 15-, and 20-year on ages 18-40 with face amounts of \$100,000 through \$500,000, the EOTs or another approved electronic form of submission are required.
Q Can I order the Attending Physician Statement (APS) or lab work on my client to keep the process moving along?	A No APS or labs should be ordered by producers on any clients. The entire underwriting process will be handled expeditiously by MetLife's underwriting team. Any medical information obtained will be used in qualifying a policy, even if that information was not initially required. Generally, APS and labs will not be required.

III. Client Preparation and Policy Issue

Q How can I help my client be prepared for the Tele-Application process?	A The average Tele-Application interview will take approximately 20-40 minutes, depending upon the amount of medical history information that needs to be provided. Your client should have the following readily available for the telephone interview: <ul style="list-style-type: none"> • Current employment information • Driver's license number, issue and expiration date and driving history • Green Card/Visa information and immigration status, if applicable • Name, address and phone number of current physicians, as well as other physicians seen in the past or health care facilities utilized • Current and past use of tobacco products • Medical history including any history of alcohol or drug use • Family medical history • The names and dosages of any medications currently being taken • Information regarding participation in sports, hobbies, aviation or high risk activities • Name, relationship and date of birth for each beneficiary • Pertinent financial information • Bank account information (e.g., on a blank check), if Electronic Payment option was selected as Payment Mode • Identity authentication may include previous address, vehicle owned, car loan provider, year and source of original mortgage, etc.
Q What payment methods are available?	A Electronic Funds Transfer (EFT) is available for monthly payments. Direct bill is available for quarterly, semi-annual and annual billing.
Q Are there any beneficiary limitations?	A The insured's beneficiary designations are limited to specific relationships such as certain family members, guardians, trusts and domestic partners. Family members in this case include spouse, fiancé, fiancée, parents, children, grandparents, grandchildren, aunt, uncle, siblings, niece and nephew. ³
Q Can a company, estate or trust be named the owner of the policy?	A Not at the time the policy is issued. The owner must be the same as the insured at issue, however an ownership change can be made post policy issue.
Q What are the underwriting classes available with Rapid eUnderwriting?	A The underwriting classes available are Preferred Plus to Table D, including Preferred Smoker, Standard Smoker and flat extras up to \$3.50 per thousand. Elite Plus Class is NOT available.

III. Client Preparation and Policy Issue (cont)

Q Is Elite Plus still available overall?	A Yes, but only for face amounts, terms and ages that are not eligible for Rapid eUnderwriting.
Q If my client is rated, will I be notified before my client?	A If your client is rated based on information received in the Rapid eUnderwriting process, you will be contacted first to determine if the policy should be moved forward to issue.
Q Is there an appeal process for clients who are rated?	A No, there is no appeal process for clients who are rated in the Rapid eUnderwriting process.
Q What if my client is issued Standard or better?	A For policies issued Standard or better, we will automatically issue the policy in four days and mail it to you for policy delivery.
Q What if additional information is needed to clarify any confusion on information?	A There are no appeals or negotiation of a rating decision.
Q What does the entire Rapid eUnderwriting process entail, from start to finish?	A The process begins when the financial professional submits the client's information and other required information using the EOT, quikMet or iPipeline process. Then: <ul style="list-style-type: none">• The call center receives the information on the new client within 15 minutes and a representative reaches out to the client• The client completes the telephone application• The application goes through underwriting• The representative is notified of the underwriting decision• Policy is mailed to the representative for delivery
Q What hasn't changed?	A EOT is still available for all face amounts and single-life insurance products, on our traditional tele-application platform.

¹ There may be an additional charge for optional riders. Certain age and state availability restrictions may apply. State variations may apply.

² quikMet and iPipeline may not be available with all firms.

³ When Rapid eUnderwriting becomes available in California and New York, there will be no beneficiary limitations in those two states.

Guaranteed Level Term is issued by MetLife Investors USA Insurance Company and in New York, only by First MetLife Investors Insurance Company. MetLife Investors USA Insurance Company (MetLife Investors) and First MetLife Investors Insurance Company are wholly owned subsidiaries of MetLife, Inc. All guarantees are based on the claims-paying ability and financial strength of the issuing insurance company. September 2010

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- Not a Deposit • Not FDIC-Insured • Not Insured By Any Federal Government Agency • Not Guaranteed By Any Bank Or Credit Union

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