

Below are some general guidelines and information about what your clients should expect when applying for life and long term care insurance (LTC)

The Phone Interview

In order to provide competitive pricing and speed-up processing, most insurers require a telephone interview by a trained professional for all face values of term and universal life insurance and for long term care products or riders. The interview takes approximately 20 minutes and may include a cognitive exercise (older ages life insurance, LTC, and LTC riders).

Your client will be contacted within 24 to 72 hours to complete the interview and schedule the paramed exam (scheduling of paramed only necessary if not already done by agent or ADC).

Make sure your client understands that the interview is a required step in the application process and he or she takes the interview seriously.

Your client needs to limit distractions. This is especially important for clients that are taking a cognitive test with the interview.

Your client has 4 options when they receive the call:

1. Complete the interview,
2. Ask the interviewer to call back,
3. Schedule an appointment to complete the interview, or
4. Write down the phone number for the interview company and call back later to complete.

If your client is scheduling a cognitive test as part of the interview—tell your client to schedule when he or she is not tired and can completely focus on the interview.

Preparing for the Phone Interview

Have your client make a list of the following medical and social information:

- Names, frequency, and dosages of current medications,
- Names, addresses and phone numbers of any doctors, hospitals, or clinics visited for a minimum the past five years,
- Medical conditions or diagnoses including the date diagnosed, treatment, result of treatment, and treating physician information,
- Ready to confirm other insurance and annuity policies including company names, dates of issue, and coverage amounts. If replacing please have policy numbers.
- financial information including income, assets, liabilities and net worth,
- Driver's license or state ID number,
- The client's Social Security number, and the Social Security numbers or tax I.D. numbers of the individuals/entities that will be the owner and beneficiary (ies).