

EMPIRE LIFE INFORMATION CIRCULAR

DATE: November 21, 2023

Nº 2023-28

CATEGORY: **INSURANCE**

TO: *Managing General Agents, Associate General Agents, Advisors, General Agents, and National Accounts*

SUBJECT: ***New Fast & Full® enhancements - Improved **underwriting questions and, coming soon, a better co-browsing experience*****

Fast & Full® enhancements coming on November 21, 2023

Empire Life is making enhancements to our Fast & Full Life application, beginning November 21, 2023. These new features will improve straight through processing and aim to reduce additional email communications requesting further underwriting information from potential life insureds. The goal with this release is for faster processing of applications.

What's changing?

Financial Information and Insurance History section:

- **Sources of income:** We are adding a section for sources of income not related to the potential life insured's work (annual earned income). This will help increase straight through processing for cases that use the electronic health questionnaire, and for the cases that are referred to underwriting, will provide the underwriter with additional information relevant to making the underwriting decision.
- **'Help text tips':** We are adding 'help text tips' to provide examples of the different types of income that may need to be recorded and a 'help text tip' on bankruptcy to note that it also includes consumer proposal. This will assist you with completing the application with your clients and to improve their experience.
- **Insurance History:** We are also changing the Insurance History section to provide the following three distinct sections to help increase straight through processing:
 - Previous insurance applications with Empire Life
 - Insurance applied for with any other companies in the last 6 months
 - Insurance in force with any other company for more than 6 months

Co-browsing coming soon

Also coming soon:

- **Co-browsing is getting easier:** We've been listening and are working with our technology partner in order to improve the co-browsing experience. This new feature will make sharing control of the screen simple, fast and easy for you and your clients.

Launch date

The Financial Information and Insurance History changes will take place November 21, 2023, in a new release of the Fast & Full Life Application. The co-browsing updates will follow in a few short weeks.

Reference

Mike Stocks, Vice President and Chief Marketing Officer, Retail