



# Speed eTicket<sup>SM</sup>

Using the iPipeline Process Only

## Requirements to use *Speed eTicket*

1. There can only be one insured.
2. The insured must be the owner.
3. The insured must be at least 18 years old.
4. The face amount can be \$100,000 – \$5,000,000.
5. If the insured is age 65+, they cannot have a face amount of \$1,000,000 or more.
6. There can only be one writing producer.

**Q.** What product(s) are available with *Speed eTicket*?

**A.** Term Life Answers.

**Q.** How will I sign the *Speed eTicket*?

**A.** Your signature is affixed when you submit the *Speed eTicket*.

**Q.** Does the Proposed Insured have to sign the *Speed eTicket*?

**A.** No, the Proposed Insured will sign the completed application after the interview is complete either by applying an eSignature or print and wet sign.

**Q.** How will I know the status of the *Speed eTicket*?

**A.** You will receive a confirmation email upon receipt of the *Speed eTicket* and will be kept apprised of the status of the application and paramed process. In addition, you will receive an email with a pdf of the application when the interview is complete and Mutual of Omaha receives the application.

**Q.** Does the Proposed Insured have to have an email address for me to use *Speed eTicket*?

**A.** No, the Proposed Insured is not required to have an email address. Exam One will communicate with them through telephone and regular mail if they do not have an email address.

**Q.** How does the paramed get ordered?

**A.** Exam One will order the paramed.

**Q.** Do I need to collect the premium?

**A.** Just like with a full e-App, you have the option of a monthly bank withdrawal using BSP, or you may

collect the premium when the policy is delivered. No money will be collected at the time the *Speed eTicket* is submitted.

**Q.** Who makes the change if my client decides they want a different face amount, or any other act of an agent?

**A.** If your client has any changes, you will be notified to contact your client to discuss the change.

**Q.** How long will the fulfillment process take?

**A.** Initial contact attempts with your client will be made within one business day of receipt.

**Q.** Who do I contact if I have a question?

- A.**
- 1) General questions: Mutual of Omaha Sales Support at (800) 693-6083
  - 2) Technical questions: Field Assistance Center at (800) 847-9785
  - 3) If *Speed eTicket* was started via a BGA website: Your BGA
  - 4) If *Speed eTicket* has been submitted to Exam One for Processing.

Exam One case management customer service team:

Producer –

1-866-423-8878

Monday-Friday, 7:30 a.m. – 5:30 p.m. CST

Clients –

1-844-486-8652

Monday-Thursday, 7:00 a.m. – 11:00 p.m. CST

Friday, 7:00 a.m. – 9:00 p.m. CST

Saturdays, 8:00 a.m. – 4:00 p.m. CST

For more information about *Speed eTicket*, please contact your BGA or Sales Director.