



Speed eTicketSM

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.