



Principal New Business/Underwriting Time Service Updates:

Below are current Tele-app, New Business and Underwriting time service. We appreciate your continued support and understanding during this time of higher than anticipated volumes. Thank you.

Please note the days referenced below are Business days.

Process	Normal Time Service	Current Time Service
TeleApp Call Outs **	1-2 Days	1-2 Days
AU Application Entry	1 Day	3 Days
Formal Application Entry	2 Days	4 Days
Case Management – Additional Requirement Processing	2 Days	7 Days
Underwriting – Requirement Review	2 Days	13 Days
AU Underwriting – Requirement Review	2 Days	6 Days
Policy Issues and Delivery Requirements	2 Days	3 Days
Informal Quotes	5 Days	18 Days
Phone Call / eMail response times	4 Hours	24 Hours
** TeleApp has transitioned from scheduled call out times to calling out at next available time.		