



Digital Migration FAQ



What's changing?

1. We are introducing an alternative paper application to our traditional paper app.
2. Application process changes for our traditional application.

Is there a new application?

Yes, there is a new application (ICC17-LIA(9-17)). The new and improved application comes in a 'fillable PDF' format allowing advisors to complete the application from any electronic devices. This new application can be found in the Forms section of our Partner Dashboard.

What will happen to the the current paper Life Insurance Application (LIA)?

The current LIA can continue to be used until we decide to retire it at a future date. The current LIA will process as usual until the cutover/deadline date after which they will be processed through our digital platform.

Before the cutoff date, is there a difference in between the traditional and new application?

Yes, the traditional application will be processed as usual and you will be required to order labs. The new application will be digitally processed and you do not order any labs or APS.

What do I need to submit if I use the new application?

Only Part 1, Part 2, and the Agent Report will be required.

Does this change impact the customer experience?

Yes, this change does impact the customer experience and we need your help to set expectations. Clients must follow the steps outlined below in order for their application to be processed.

1. Client MUST provide their email address when submitting paper applications.
2. After the cutover/deadline date, traditional paper applications will generate an email that will be sent to the client. The new application already does this.
3. The client will log into the online application and complete authorizations and sign their application.
4. In addition to the submit process change, we will email the client directly for any necessary requirements.
5. Once approved, the client can pay and download their policy online.

What happens on my cutover date/deadline?

All paper applications, regardless of which version is used, will be processed through our digital platform enabling your customers to take advantage of all its benefits including accelerated underwriting.

Does this change impact New York?

New York is not a part of this transition. New York can continue to use paper applications or drop tickets for non-replacement cases.



For more information, visit lgamerica.com/digitalapp