



Life insurance

New Business & Underwriting News



Review our
[current service times](#)



Online App Enhancements

In December, we'll be enhancing our online application experience. As a result, financial professionals won't have to resubmit drop tickets when certain details change!

New fields can be edited during the completion of the application.

After the drop ticket has been submitted, and when any of the below details change, the financial professional can simply call the TeleApp Department to request a change and an email will be sent to them to re-attest the information that has changed.

- Existing insurance/replacement
- Product
- Face Amount
- Riders
- Premium amount
- Premium frequency

With this process enhancement, a new drop ticket will no longer be needed. This results in an easier, quicker process for the financial professional and the client.



TeleApp Reminders

Our TeleApp area is here to help!

- **If your customer is struggling with the authentication or eSignature process**, or with entries on the application, have them call us directly at 888-835-3277, option 0, and we'll walk them through the process.
- **If you're having issues when attesting or authenticating**, email us at teleappsupport@principal.com or call 888-835-3277, option 1.
- After December 1, any old version of the Part B in compact states will be considered expired. Any new application or request for additional insurance will require a new Part B.
- If you need to update an email or phone number for the owner, proposed insured, or the financial professional on a drop ticket or a Request Part B, send an email request to teleappsupport@principal.com and we'll make the change for you.
- Remember an eSignature is now required after completion of application Part B in compact states. Including a valid email address and a direct phone number (no extensions) for the proposed insured and financial professional is very important.
- Check the owner type and existing insurance information before submitting a drop ticket to ensure complete and accurate information is being provided.



App Redesign

The new life insurance application and IDI application Part B became available on October 1 and must be used in approved states. Below are reminders regarding the recent update:

- On the EFT section of the application, if the intent is to pay the initial premium and set up a recurring payment, both the Initial Premium Payment box and the Recurring Premium Payments box must be selected.
- On business-owned cases, make sure the Organization Information fields are completed.
- With the new drop ticket application, on cases where the owner and insured are different, the owner will now receive a separate link to complete their portion of the application first. Next, the insured will receive a link to complete their portion. Then, each party will simultaneously receive a link to sign the application.
- We require a person other than the insured sign as the owner on a business-owned policy, and they must include their title. Use a separate email and cell phone number for the owner. If there is no one else that can sign for the business (officer, partner, etc.), the insured can advise the financial professional and we can accept the insured signature.
- When writing business in Florida, the license number of the writing financial professional must be included in the signature section of the Life App Part C. If it's not included, we'll request the signed Life App Part C be re-submitted with the license number added. The client won't need to re-sign the application or sign an amendment form at delivery.

[Learn more](#) and get transition guidelines.



Reminder: recent news

- Year-end dates for new business processing. [Review important year-end details](#) for individual life and disability insurance.



Please feel free to reply with any questions or feedback you may have. We'll respond as quickly as we can.

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LF1556 | 2596474-11/2022 | 11/2022 | SFMC 37234