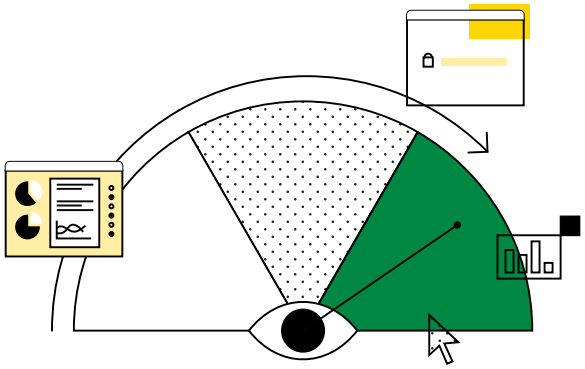
8 ways we're making it easier to do business

In today's challenging world, it's vital that you can run your business efficiently. That's why we've made some improvements to the way we work, making it quicker and easier for you to protect your customers. Below are 8 ways we've streamlined our application process. For more information on why we've done this, visit our Agent Hub site.

We also offer a full step by step guide which can be accessed here.



Starting a policy

- Once terms have been offered and the customer is happy, simply accept the offer online and provide a policy start date. Click here to watch our video on how to do this.
- Customers can also start their policies on their **My Account**, once terms are issued.
- If extra information is required, this will be shown on the **Application Summary Page**.

Instant Decision Information

- All application decisions can now be accessed online, including the reason. If reasons can't be disclosed, we'll let you know.
- Get email notifications when decisions are made. To set this up click here.
- Click here to watch our video on how to do this.

NTU applications

- To check the status of an application or to mark it, just visit OLPC.
- Customers can reject an offer via their **My Account** online.
- Click here to watch our video on how to do this.

Checking evidence

- Any evidence requested for a customer can be viewed on OLPC under the **Application Summary Page**. It shows what's been issued, where, when we last chased it, when we will next chase it and when we receive it. Click here to watch our video on this.
- To check if information is required for Age Sum Assured purposes click here.

Further Medical Information

- If you need to provide further medical information, this can be amended on OLPC after submission.
- Our system will automatically underwrite your amendment. If this can't be done, amendments will be referred to our underwriting team for assessment.

Making amendments

- To amend GP details, customer's name, address, and gender, or to change the type, amount and length of cover visit **OLPC**.
- All amends will either go through our automatic underwriting system or be referred directly to our underwriting team to assess.
- Click here to watch our video on how to do this.

Agent details changes

- Your contact details and preferences can be amended and updated via **OLPC**. This can also be done for Individual cases too.

Accessing policy documents

- **OLPC** – Policies starting after 2016.
- **Agent Hub** – Policies starting after 2016.
- **My Account** – Policies starting after 2016. For policies started before then they can only view policy details & not the document. Customers can also request documents to be re-sent.
- **Paper** – Requested on the declaration page within the online application before putting the policy on risk.

Legal & General

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