

LifeQuote – Frequently Asked Questions

What is LifeQuote?

LifeQuote has been designed to help advisers protect more clients and grow their protection business. Our guiding principle is to make it as easy as possible to provide a professional protection service that meets your client's needs. We do this by reducing the time you spend on administration by around 3 hours on average for every application you write, leaving you free to start offering more protection advice and to grow your other business areas.

For more information about the service please call us on 01243 791199 or visit www.lifequote.co.uk

What does LifeQuote do?

LifeQuote supports you with real people who understand your needs and the concerns of your clients. Your designated case manager will work with you to tailor our services to meet your requirements. Our fully trained and audited team will handle all administrative functions for you, treating your clients with the same professionalism and care as you do.

This includes collecting underwriting information from your clients, chasing GP reports, medicals and other outstanding information with the aim of getting your clients covered without delay.

We keep in touch with you and your clients by phone, email and text, and you have full access to an online case tracking facility - so you never feel out of the loop. LifeQuote are based in Chichester, West Sussex.

Why choose LifeQuote?

Adviser firms choose to work with LifeQuote because of the wide range of additional features and benefits we offer. In addition to being the UK's leading protection portal, we look after all the time consuming application and administration requirements you currently have, freeing up your time to sell more.

LifeQuote also integrates into iPipeline's SolutionBuilder, IRESS XPLAN, IRESS The Exchange and 360.net so you can benefit from our application and administration service and still use your preferred protection portal.

Can I trust LifeQuote with my protection business?

LifeQuote are specialists in administering client applications through to completion on behalf of advisers, with their own sophisticated Protection portal for quotations. LifeQuote have been in business for over 25 years and process around 3,000 applications a month, having worked with over 1,500 advisers in 2018. We are currently entrusted with managing protection business for a range of mortgage specialists, wealth advisers and advice networks across the UK.

How do I register to use LifeQuote?

There are several ways to register as part of the Quilter Network:

- Online for a 28 day free trial at www.lifequote.co.uk
- Call the Sales Support team on: 01243 791199
- Email us at: salesupport@lifequote.co.uk

We will need permission from your Principal to set up these services for you.

Once your LifeQuote application has been completed and returned we will send an email with instructions on how to login within 48 hours. Once the login codes have been issued we will then be able to process applications on your behalf.

When registering online you will also need to email us at salesupport@lifequote.co.uk to confirm you would like to use LifeQuote via the IRESS or iPipeline integration services.

How long does registration take?

For a Quilter adviser we can arrange login details within 48 hours. This will enable you to submit business through our administration service once we have contacted the insurers on your behalf to make them aware you will be using our service. This generally takes around 24 hours.

Commission

What rate of commission will I receive?

As a Quilter adviser you will receive the same rates of commission as you would normally through the insurers when submitting through LifeQuote.

How do I receive my commission?

You will receive commission in exactly the same way as you do now.

Is there an upfront cost to use LifeQuote?

There are no upfront or ongoing charges to use the LifeQuote Portal or services. There is an administration charge per application, details for whole of market and select panel advisers below.

Is there a charge for clients who abandon their policies, or are declined?

The most you will pay for a case of this kind is £29. Please see full fee information below.

Select panel advisers

LifeQuote Administration fees funded by the insurer

Insurers pay the following LifeQuote Administration fees for policies that go on risk:

- All policies with Aviva and The Exeter
- All policies that include income protection or critical illness with Aegon, AIG, Royal London and Vitality.
- Advisers will pay a fee if a case normally funded by an insurer does not go on risk (see next page for full details).

LifeQuote Administration fees paid for by the adviser

Advisers on the Quilter Select panel pay LifeQuote Administration fees for the following policies:

- All policies with Legal & General, Scottish Widows and Zurich
- All term, whole of life and family income benefit policies with AIG, Legal & General, Royal London and Vitality.
- All business protection policies with AIG, Legal & General, Royal London and Vitality.

The table on the next page outlines the fees. These are paid by Quilter on your behalf and then deducted from your commission account via OfficeWeb or IntelligentOffice.

| LifeQuote Administration fees | Personal protection Fee | Business protection fee |
|--|-------------------------|-------------------------|
| Applications submitted to the insurer with an immediate decision (irrespective of whether the case goes on risk or is abandoned). <ul style="list-style-type: none"> Application completed and submitted to the insurer. Terms and start dates issued. Early warning system and technology to get lapsed policies back on risk and reduce commission clawback. | £69 | £99 |
| Applications submitted to the insurer but need additional underwriting (irrespective of whether the case goes on risk or is abandoned). <ul style="list-style-type: none"> Application completed and submitted to the insurer. Liaising on underwriting; including GP reports, additional questionnaires, medical exam reports. Adviser and client kept-up to date throughout the progress. Terms and start dates issued. Early warning system and technology to get lapsed policies back on risk and reduce commission clawback. | £95 | £125 |
| Applications not submitted to the insurer* | £29 | £59 |

- Advisers pay a fee if a case normally funded by an insurer does not go on risk:
 - £69 for personal protection or £99 for business protection where applications submitted get an immediate decision but do not go on risk
 - £95 for personal protection or £125 for business protection where applications submitted require additional underwriting but do not go on risk.

Whole of market advisers

What does LifeQuote charge for using this service?

There is an administration fee for any cases that LifeQuote administer on your behalf:

| Fees charged for LifeQuote Administration | Fee |
|--|-----|
| Application submitted, the admin service used and subsequently place 'on risk' | £90 |
| Application submitted, the admin service used and subsequently 'abandons' | £70 |
| Application submitted and placed 'on risk' immediately, i.e. no admin required | £50 |
| Application "abandons" before the administration service has started, or is submitted to insurers then is NTU pre or post submission | £25 |

If I register, do I have to use LifeQuote for all of my protection cases?

No, you are free to use LifeQuote or place business with the insurers in whichever way suits you and your client best. However, we are sure the advantages and ease of using LifeQuote will negate the need to place business directly with insurers. We estimate that by using our Apply and Administration services it will save an adviser approximately 3 hours per application on average.

Does LifeQuote represent the whole of market?

The insurers available are: Aegon, AIG, Aviva, British Friendly, Holloway Friendly, Guardian, Legal & General, LV=, One Family, Royal London, Scottish Widows, The Exeter, Vitality and Zurich.

Can I switch between indemnity and non-indemnity business?

We manage terms on a case by case basis and if there are any issues with provider indemnity terms they will be handled at point of submission.

Can I switch between a 24 and 48 month clawback period?

This will depend on what agency agreements you have in place with the insurers as we are cloning your agencies in order to process business.

Quoting

I have a preferred protection portal for quotations. Can I still access LifeQuote services?

Our administration service is integrated into a range of external portals so you are able to access the service through these. You quote in the normal way and select to submit to LifeQuote rather than the insurer when proceeding to application.

Will using LifeQuote require me to change my sales process in any way?

No. Simply use LifeQuote as the administration service post sale.

Application and administration services

How can LifeQuote help me and what are the advantages over processing business myself?

- **LifeQuote can save you hours of time on each application.** By giving you a single, hassle free point of contact, we enable you to focus on providing more protection advice, while we handle the paperwork giving you more time to grow your protection business. We estimate saving you an average of THREE hours on average per application. This will be far longer for clients with complicated medical histories, and further medical requirements.
- **You will still retain all the commission, which will be paid in the usual way via Openwork.**
- **LifeQuote will provide a premium administration service.** We support you with real people whose key role is to understand your Protection admin needs and the concerns of your clients. Your designated Case Manager will work with you to tailor our services to meet your requirements.
- **We remove any burden of non-disclosure** from you with our non-disclosure guarantee, by accepting full liability. We record all phone calls to ensure any issue can be resolved quickly.
- **We are open outside normal office hours**, so your clients don't need to take time off work to complete their applications and you don't need to work evenings and weekends.

What happens after I've submitted an application to LifeQuote?

We will:

- Email you each time you submit an application to LifeQuote to acknowledge receipt.
- Call the clients on your behalf at the agreed time to complete and submit the application to the insurer.
- Manage all applicant, insurer, adviser and surgery liaison required to collect any further underwriting requirements.
- Chase up missing information, medical tests, financial evidence and GP reports so that you don't have to.
- Keep you fully updated with the progress of the application using your personal online Case Tracking system as well as by email.
- Obtain Acceptance Terms and place the policy on risk as instructed.
- Administer the commission share on your behalf, or invoice you for the fixed rate depending on the way you agree to pay for the LifeQuote service.

- Follow up any cancelled direct debits, premium lapses, address changes and anything else post completion.

Will my clients think they have been passed off to a third party?

No. We quote your name and your company's name in all communication with your clients so that they see us as part of your company. In addition, you have a designated Case Manager who will progress all your applications. They will introduce themselves to all of your clients as their point of contact. Discussing your preferences with your dedicated LifeQuote Case Manager allows you to tailor the service we provide to one you feel suits your clients best. It is important that the adviser positions how the administration process will work as we find this improves the client engagement.

Will my clients be looked after?

Yes, we are experts in managing client protection applications with over 25 years of experience. We record and monitor all of our calls and emails and our staff are audited to ensure a highly quality of service. Your clients will feel well looked after and happy to return to you for future business.

Is there any danger of LifeQuote rebroking my business?

LifeQuote will never contact them about any other product, re-broke your business or sell your clients data and this will be stipulated in contracts and agreements.

How much work do LifeQuote do for me?

LifeQuote completes all of the application and administration for your policies until they go on risk, and post completion. If you want to contact your clients, or check up with us then you can, but you don't need to. We take care of everything.

How fast will my applications be turned around?

The turn-around time for applications varies between clients and is dependent on their medical background and disclosures. Healthier clients could complete within 24 hours whereas some will require GP reports, medicals or further information, which may take longer.

What is LifeQuote's tele-underwriting service?

LifeQuote offers a tele-application service whereby our service team will call your client to book an appointment to complete their full application. A member of the LifeQuote team will then telephone your client at the prearranged time, to ask and record all the relevant application and medical questions on the insurers on line system. This leads to a quicker underwriting decision and not only saves you time but also prevents you from having to ask sensitive or intrusive medical questions of your client. We also remove the potential risk from non-disclosure as all our calls are recorded.

When I arrange for LifeQuote to call my client, can I select a time or do LifeQuote arrange the questionnaire without my output?

LifeQuote can contact your client on your behalf to arrange a call, or you can select a time yourself from our call booking screen.

Book a tele-underwriting call

When is it best to do this?

If you know when your clients are available to complete their application you can book their tele-underwriting call.

Please ensure your clients will have all the information needed for their call:

- Their lifestyle
- Their occupation
- Their height & weight
- Their medical details
- Any serious illness suffered by their immediate family
- Any existing policies

LifeQuote will call your clients ahead of their call to confirm the time and make sure they are prepared.

Continue without booking

When is it best to do this?

If you or your clients are not in a position to commit to a time for the tele-underwriting call, choose this option and LifeQuote will call your clients to arrange the call.

Please let your clients know LifeQuote will be calling so they expect our call.

There may be some occasions where you are unable to book the call time yourself if we require insurer agencies for you. In this scenario we will contact the client to arrange the call as soon as we're able to.

What time slots are available for the client call?

The tele-underwriting team work between 8am – 9pm Monday to Friday and 9am – 12pm Saturdays. Our call slots are:

- Weekdays : 8am-10am, 10am – 12pm, 12pm – 2pm, 2pm – 4pm, 4pm – 6pm, 6pm – 7:30pm and 7:30pm – 9pm
- Saturdays: 9am – 10:30am and 10:30am – 12pm.

| | 08:00 - 10:00 | 10:00 - 12:00 | 12:00 - 14:00 | 14:00 - 16:00 | 16:00 - 18:00 | 18:00 - 19:30 | 19:30 - 21:00 |
|-------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| MON 16/05/2022 | | | | | | | |
| TUE 17/05/2022 | | | | | | | |
| WED 18/05/2022 | | | | | | | |
| THU 19/05/2022 | | | | | | | |
| FRI 20/05/2022 | | | | | | | |
| | 09:00 - 10:30 | 10:30 - 12:00 | | | | | |
| SAT 21/05/2022 | | | | | | | |

[Next >](#)

Any other applications connected? No

Name:

Slot:

Phone:

[Book a call](#)

What if the client misses a call?

We will try up to six times during various time slots to contact your client. We telephone all numbers, leave messages, email and send texts to ensure they know how to get in contact with us. Our service team and tele-underwriting department are available between 8am and 9pm weekdays and 9am-12pm Saturdays. We will inform you if we are unable to reach your clients.

Can LifeQuote guarantee accurate disclosure of my client's applications?

LifeQuote offer a disclosure guarantee whereby we take full liability for accurate and proper disclosure of all application questions. All calls are recorded and archived.

What kind of administration service can I expect?

We offer a personalised service with a highly regular and efficient processing and chasing process to ensure your applications go on risk as quickly as possible. You have one case manager in charge of all of your cases to whom you can stipulate your service preferences in.

Upon submission of your first case, your personal case manager will contact you to discuss your preferences, and give you their contact details so you can contact them to check on your applications at any time. Your case manager will personally introduce themselves to your clients whenever we receive a new case from you, to inform them we are working on your behalf to place their policy on risk as quickly as possible and will be available via telephone and email for any queries they may have about their policy. Please note we will never offer any financial advice and will refer the client back to their adviser if we feel the client needs advice.

How can I check the progress of my applications?

You can check on the status of all of your applications in the 'Case Tracking' area of LifeQuote once you are registered. This will display an overview of each case, the entire history of every contact and all of the case documents including the illustration, application and terms. Alternatively, you or your paraplanners can call us for an update or to discuss your clients' applications.

Where can I obtain all my relevant documents?

In the 'Documents' section of the 'Case Tracking' facility – www.lifequote.co.uk/CaseTracking/

Who can I speak to about my applications?

Your case manager will be available via email and telephone to discuss the progress of your cases at all times. Our Sales Support team will also be available for general queries on 01243 791199.

What happens if the insurer can't offer a product to meet my client's needs or the premium changes in any way?

Once the case has been submitted to the chosen insurer they will underwrite in exactly the same way as they currently do. Once the insurer has made their decision this will be communicated to the LifeQuote admin team.

Should the acceptance terms differ in any way to the submitted application the LifeQuote team will contact you immediately so you can inform your client of the decision and look for alternative options for your client.

If the decision made by the insurer is not what you expected, you can either re-quote and apply with another insurer, or use the completed online application available from your Case Tracking to complete a Decision-in-Principle and find out which insurer will offer the best decision upon acceptance. You are of course still able to place business wherever you wish and are not restricted to using LifeQuote.

How does a tele-interview call work?

We provide 2 hour time scales for our tele-interview calls, allowing clients suitable flexibility. We aim to call clients at least twice during their designated time slot to complete their application. We have gradually developed our process and have found the 2 hour slot the most effective for the majority of clients, some of whom are not able to commit to an exact time.

Although we provide a 2 hour slot for the client booking, the tele-interview generally takes around 20-30 minutes. Whilst we take care to ensure your client is fully informed of our processes, it could be worthwhile reminding your client of these timescales prior to the call being completed.

What is the client misses a call?

We will try up to six times during various time slots to contact your client. We telephone all numbers, leave messages, email and send texts to ensure they know how to get in contact with us. We aim to call clients at least twice during their designated time slot to complete their application. Our service team and tele-

underwriting department are available between 8am and 9pm weekdays and 9am and 12pm Saturdays. We will inform you if we are unable to reach your clients.

Can LifeQuote guarantee disclosure of my clients' applications?

LifeQuote offer 'disclosure protection' whereby we take FULL responsibility for accurately asking and submitting all of the application questions. All of our calls are recorded and archived so they could be accessed if required if there was a dispute over the accuracy of a disclosure.

Control

Who owns the client?

Your clients are 100% yours. LifeQuote will never re-broke your business or sell your client's data and this will be stipulated in contracts and agreements.

How much control can I have over my applications?

You can trust us to look after all of your applications but we understand that you want to be sure we are providing a high quality service. You can check how your applications are progressing at any time using the case tracking facility or by contacting your Case Manager.

You are welcome to assist with any chasing or client contact as you wish although you should not need to. You can see evidence of all our chases and contacts in the history section of your online case tracking. Additionally, you can discuss any preferences you have with your personal Case Manager.

Can LifeQuote process multi-benefit quotes?

Yes.

Can I change or amend the product if I want to after I have passed it to LifeQuote?

Simply contact your LifeQuote Case Manager and they will do this for you.

What happens if I want to speak to the insurer about my client's application myself during the application process or after completion?

The real benefit is that the LifeQuote team are available to take care of your complete administration requirements, including insurer liaison during application and after completion. As part of our standard service we want to support any questions advisers may have on the policy, so simply contact your Case Manager and they will liaise with insurers to get the required information.

For details of how you can speak to the insurers directly please contact your case manager.

Will LifeQuote work on my PC, tablet, iPad, smartphone?

Yes. LifeQuote will work on any form of device.

By using LifeQuote, will I lose my insurer sales contacts?

No, LifeQuote have their own agencies with each of the insurers, supplying them with detailed information on which advisers are writing business through LifeQuote, so you can maintain any relationship you currently have with them.

Where can I learn more about LifeQuote?

You can call our Sales Support team between 9am and 5:30pm on 01243 791199, or take a look at our website www.lifequote.co.uk

LifeQuote SmartCompare

What is SmartCompare?

SmartCompare is an insurer comparison tool created by LifeQuote, designed to aid advisers in comparing insurers across Term, Income Protection, Critical Illness, Family Income Benefit & Whole of Life policies. Quilter advisers qualify for an exclusive commercial rate for SmartCompare.

How can I sign up for SmartCompare

You can sign up for SmartCompare by contacting the LifeQuote Sales Support team at salesupport@lifequote.co.uk or 01243 791199.

| SmartCompare access | Fee |
|---------------------------|-----|
| SmartCompare monthly cost | £6 |

How do I cancel SmartCompare?

Advisers can cancel their SmartCompare subscription at any time. To arrange a cancellation or for more details contact the LifeQuote Sales Support team via salesupport@lifequote.co.uk or by calling 01243 791199.

Options

What additional features does LifeQuote have to aid my sales and compliance?

For advisers who use our services, LifeQuote provide complimentary tools to assist you with selling protection:

- 'Decision in Principle' tool, enables you to make pre-sales enquiries to multiple insurers by filling in some basic details about their health and lifestyle, without completing a full application. The insurer's underwriters will then return with an indication of terms they could offer your client based on the information provided, usually within 48 hours.
- 'Underwriter help-lines' information, accessible via the icon in the 'links' box, provides telephone numbers and email addresses for provider pre-sales enquiry lines.
- 'Stationery cupboard' contains a wealth of insurer documents, Technical Guides and Key Features for all the insurers LifeQuote processes business for.
- Our many free videos provide LifeQuote training, product information and selling tips for advisers.

What support can I expect to receive from LifeQuote?

LifeQuote has a dedicated Sales Support team to support you and help you maximise the potential LifeQuote can offer you, we can also run webinars to assist you. They are also available on 01243 791199 to answer any queries. User Guides and training videos are available on the website to help you with the process.

What can't LifeQuote do?

LifeQuote is continually evolving but can't currently support Convertible Term or any form of Group Risk. However, you'll still be able to quote and apply for these products as you do at the moment.

Telephone: 01243 791199 Email: salesupport@lifequote.co.uk