

## RAPID REVIEW - ACCELERATED UNDERWRITING

### Frequently Asked Questions



Everything Insurance Should Be®

With Cincinnati Life's Rapid Review, you can receive an expedited underwriting decision without an exam or fluids for qualifying products.

#### UNDERWRITING

**1. Approximately how long will Rapid Review take once the application has been received?**

Our goal is to provide an offer within three days.

**2. What happens if the proposed insured doesn't receive an offer through Rapid Review?**

You will be notified that the application has transitioned to traditional underwriting and all medical requirements will be ordered on your behalf.

**3. Will an underwriter examine every case?**

Yes, your agency's assigned underwriter will evaluate every application.

**4. Which data sources are used during Rapid Review?**

Cincinnati Life considers the insurance application and prescription information, as well as data from other sources such as the Medical Information Bureau, Motor Vehicle Reports and credit reports.

**5. If the underwriter needs more information from the client, who is responsible for obtaining it?**

You are responsible for obtaining all additional information once the interview is complete and the application is received by underwriting.

**6. What information will be provided if a client receives an offer with an underwriting class different than what was originally applied for?**

As with traditional underwriting, we will provide as much detail as possible to explain the underwriting decision.

**7. If an offer doesn't meet expectations, can an appeal for underwriting review be made?**

In most instances, Rapid Review decisions are final.

**8. If an insured is approved for a better than expected underwriting class through Rapid Review, can a higher face amount within the \$1 million limit be requested?**

After an offer has been made, please contact your underwriter to request a higher face amount. The underwriter will review the case for financial considerations. Generally, if the amount of coverage goes beyond \$1 million, traditional underwriting requirements will be requested and current offer will be removed.

**9. Can a client opt out of Rapid Review?**

No. All drop ticket applications that meet the established guidelines automatically go through Rapid Review.

**10. If an attending physician statement is required, can the application proceed without medical requirements?**

No. If an APS is needed, the application will undergo traditional underwriting, including the collection of all medical requirements.

#### CLIENT EXPERIENCE

**11. Who will call the client to complete the application?**

Knowledgeable, licensed Cincinnati Life associates complete the interview and signature processes.

**12. How much time should the client plan for the interview?**

The interview will be 30–45 minutes, depending on the amount of health history.

**13. My client prefers to complete the interview process online. Is that an option?**

Not currently. All interviews are completed by phone.

**14. What information will be covered in the telephone interview?**

The interview includes health and financial questions:

- personal information, including Social Security and driver's license number
- medical history
- prescription information
- physician's names and contact information
- military history
- avocations
- occupation
- income and net worth.

Prepare your client for their interview using form CLI-20149, Drop Ticket Application Process.

**15. If a lab ticket, lab results, an attending physician statement or similar information is submitted, is the client still eligible for Rapid Review?**

No. Cases submitted with traditional underwriting requirements are routed through the traditional underwriting process.

**CASE MANAGEMENT**

**16. How can application status be tracked during the interview and fulfillment process?**

The agency's case manager will receive status emails throughout the application fulfillment process. Once the application reaches underwriting, a new application notification that includes the policy number will be sent. Then case status will also be available by signing into Cincinnati's Agency Portal.

**17. If an application is sent through Rapid Review and an offer is not made, who's responsible for ordering the exam requirements?**

Cincinnati Life will order an exam and lab requirements and notify you.

**18. Who's responsible for ordering an APS should one be needed during the traditional underwriting process?**

APS orders follow the same procedure as other traditionally underwritten business for your agency.

This is not a policy. For a complete statement of the coverages and exclusions, please see the policy contract. All applicants are subject to underwriting approval. Products and riders available in most states.

Do not reproduce, post online or otherwise reuse this work, in whole or in part, without written permission. © 2020 The Cincinnati Life Insurance Company. 6200 S. Gilmore Road, Fairfield, OH 45014-5141. Mailing Address: P.O. Box 145496, Cincinnati, OH 45250-5496.

