

Applying for Financial Foundations

Tele-interviewing is a free service and forms part of the application process for our menu based protection product, Financial Foundations.

What is tele-interviewing?

Tele-interviewing is simply the process of using a telephone interview as a means of collecting your client's medical and lifestyle information for protection insurance, in order to speed up the process of assessing them for cover.

How can it help you?

Completing a full application requires you to sit with your client and guide them through every stage of the application process. But this can be time consuming. By contrast, tele-interviewing means that qualified nurses acting on behalf of Lincoln will ask the sensitive medical questions, freeing you from concerns over client non disclosure, and giving your clients a chance to prepare the relevant information for their interview.

The anonymity of a phone conversation means that many clients are more willing to provide personal health details than they would have been face-to-face with an adviser, meaning greater accuracy of data captured to enable policies to be underwritten sooner.

Delivering significant benefits for advisers and clients

How you benefit:

- **Reduced liability** – Lincoln will gather your client's personal medical information, reducing risk of any inadvertent non-disclosure.
- **Shorter application form** – 50% less pages than the long form.
- **More time for you** – less time spent completing applications, enabling you to spend more time with clients.
- **Faster processing of new business** - improved processes mean quicker turnaround times.
- **Accurate decisions** – requests for further information from the client's doctor can often drop significantly .

How your clients benefit:

- **Flexibility** – your clients choose a preferred time for the tele-interviewer to call.
- **Confidentiality** – your clients can speak freely without embarrassment to an understanding and qualified nurse.
- **Accurate decisions** – we ask your clients all the relevant questions about their health and lifestyle in one phone call, reducing the need for further information to be requested from doctors and medical examinations.

Explaining tele-interviewing to your clients

The more information you give your client now about tele-interviewing, the easier and faster it can make the application process. It may help us get your client's cover started sooner and allow us to pay your commission earlier. The telephone interview application form for Financial Foundations explains the process in detail and you can download a client guide to give to your client from www.lincoln-ifa.co.uk/ti

1. The short application form: Tell your client you're going to complete a short form: called 'telephone interview application form for Financial Foundations'. This form covers questions such as where they live, the cover benefits being applied for, and Bank or Building Society account details.



2. The first call: Tell your client we will call them to arrange a suitable time. We will also advise what information they should have to hand for the telephone interview, such as any past or present medical conditions suffered, height and weight etc.



3. The second call: A qualified nurse will ask about details such as: medical history, family history, lifestyle and pursuits. This should generally take between 30 to 45 minutes but could take longer if your client has a lot of information to provide.



4. Confirming interview accuracy: Your client will be sent a copy of the report that contains the questions and answers given during the telephone interview, along with a copy of the application form. They must inform Lincoln if any details are incorrect; otherwise they will not need to do anything more.



5. Underwriting process completed: If we are able to accept your client then we will issue their policy documents. If we can't accept them or require further medical information*, then we will inform you and your client of the next step.

* Lincoln require a GP Report for all clients aged 61 to 70 where the total amount of life cover being applied for is more than £500,000 and aged 71 and over where the total amount of life cover being applied for is more than £250,000.

Remember

Lincoln will initially contact your client to arrange a suitable time for the telephone interview. If they are likely to be away or uncontactable within the next 7 days, they will need to contact us on the Freephone number **0800 072 4753** (please note this is a dedicated line for clients arranging telephone interviews).

Your clients can request Lincoln to call them at a suitable time to undertake interviews.

9.00am to 9.00pm Monday to Thursday

9.00am to 5.00pm Fridays

10am to 4pm Saturdays

It is very important that your client is able to speak freely over the phone and has the time to complete this interview. It cannot take place whilst your client is driving.

A standard application form is available for customers who are hard of hearing, have difficulty communicating over the telephone or who may otherwise be unable to complete a telephone interview. Financial advisers can request a copy by contacting us on the number below:

For further information

0845 071 0200

www.lincoln-ifa.co.uk/ti