![Principal logo]

Have questions about term online applications and eDelivery?
We can help.

Term online application

Q | How does the customer receive the link to complete the online application?

A | Once the financial professional and client have met and select the appropriate insurance coverage, the financial professional (or back office delegate) submits a Drop Ticket to Principal. Once Principal receives the Drop Ticket request, an email with a link to the online application is sent to the customer. If the owner and insured are not the same person, the owner will receive their link first. Once they complete and sign their portion of the application, the online link will be sent to the insured to complete their personal information.

Q | How long does the online application link work after it's emailed?

A | 30 days. After the initial email has been sent, reminders are sent on the subsequent fifth and 10th business days.

Q | Does the financial professional receive a copy of the initial and reminder emails?

A | The field office contact listed in the Drop Ticket request is copied on the emails sent to the customer.

Q | How long does it take for the customer to complete the online application?

A | Typically, it takes about 35–45 minutes to complete depending on lifestyle history. To help facilitate the process, the insured should have the following information available and accessible before starting the online application:

- Basic personal information. Including date of birth, social security number, and driver's license number
- Policy details*: Existing insurance information, any special policy dating, contingent owner, secondary addressees
- Beneficiary information*. Address, date of birth, percentage of distribution, and specialty designations, if applicable
- Bank account information*. Bank account number and routing number, initial premium details
- Organization finances* (if application is organization sponsored): Purpose of coverage, organization fair market value, details about organization partners
- Trust details* (if application is trust-owned): Purpose and date of trust, trust address, trustee details
- Financial information. Current income and net worth
- Employment information: Details for current employment, any part-time jobs, or changes to employment
- Foreign travel history. A list of countries you've lived in or visited outside the U.S. in the last two years or have plans to visit in the next two years
- Medical information.
  › Names and addresses of physicians and hospitals providing medical care to you in the last 10 years
  › Names of medications (prescriptions and over the counter) you take or have taken in the last 10 years
- If the owner and insured are different people, the items marked with a "*" will be completed by the owner.

Q | **What will the customer complete?**

A | Parts A, B, and C of the life insurance application. There doesn't need to be a separate Part B request.

Q | **Will information submitted in the Drop Ticket pre-populate in the online application?**

A | Yes. The customer is also able to update/change this information when completing the rest of the online application.

Q | **Will the customer be able to review information they've entered in the online application?**

A | Yes. After completing each section of the online application, they'll be able to review their responses and make any necessary updates.

Q | **What happens after the customer has completed and submitted their online application?**

A | They'll receive another email with a link to electronically sign the full life insurance application.If the owner is other than the insured, both parties will receive an email with a link to electronically sign the application.

Q | **How long does the customer have to sign the application?**

A | Daily email reminders will be sent to them for 30 calendar days until they've signed the application. After 30 days, the link to electronically sign the application will expire.

Q | **What if the customer needs to make changes to their application after it's been submitted?**

A | They can call the TeleApp department (888-835-3277; Monday - Friday, 7 a.m.- 6 p.m. CST) to update their application. Or they can reject the application by using the link in the email sent when the application is ready for their signature. They'll be asked to provide a reason for their rejection. Principal's TeleApp department will review the reason, make the requested change, then send an updated application to the insured for review and signature.

Q | **What happens after the customer has signed the application?**

A | The application is submitted to Principal for processing by new business and underwriting. At the same time, a copy of the full application is emailed to the field office contact that was listed in the original Drop Ticket request.

Q | **What help is available to the customer when completing their online application?**

A | The online application is designed for ease of use, but if they need help at any point, they can call Principal's TeleApp department (888-835-3277; Monday - Friday, 7 a.m.- 6 p.m. CST) and a Medical Application Specialist will help.

Q | **Can the customer complete an online application if they're applying for both individual life and disability insurance?**

A | Yes, but only if the Drop Ticket is submitted through the Principal Drop Ticket platform. During the submission process, the financial professional can indicate the Part B will be used for both Life and DI. When the customer is completing the Life online application, they'll be presented with a combo Life and DI Part B. A DI application will need to be submitted separately.

Q | **What products are eligible for the full online application?**

A | The full application is available for any Principal Term product . The customer must read, speak, and understand English. The full online application is available in all states except New York.

However, online Part B is available for all products in all states,. The customer must read, speak, and understand English. Online Part B is also available for those applying for both individual life and disability insurance.

Term eDelivery

Q | **How does the eDelivery process work?**

1. Once a policy is issued, an email with a link to a PDF copy of the policy is sent to the field office contact for review.

2. The field office contact has the choice of the following options:
  › Select the eSignature option for the insured.
  › Print the policy package if a paper copy is preferred. Don't forget that the insured will need to sign any delivery requirements, which will then need to be returned to Principal.
  › Reject the policy if a correction is needed.
  › Forward to the financial professional for review and action.

3. If the eSignature option is chosen, an email with a link to a PDF copy of the policy will be sent to the insured to review and sign electronically. If the owner is different than the insured, a separate email is sent to the owner to review and electronically sign the policy.

4. Once the insured provides an eSignature, the financial professional will receive an email with a link to a PDF copy of the policy for review and an eSignature (if required).

5. All parties who provided an eSignature, along with the field office contact, may access a copy of the signed policy which will be stored on Principal.com under Client Correspondence.

Q | **What products are eligible for eDelivery?**

A | Principal Term life products in all states. The eSignature option is not available for policies written in New York where replacement forms are required. A physical signature is required.

Q | **How long is the link good for?**

A | 30 days.

Principal TeleApp Contact Center is available to help answer questions you and your clients might have. Call us at 888-835-3277.

TeleApp Contact Center hours: Monday - Friday, 7 a.m. - 6 p.m. CST

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