

Principal® Life Online

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

## Term online application

### Q | **How does the insured receive the link to complete the online application?**

A | Once the advisor and client have met and select the appropriate insurance coverage, the advisor (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 insured (if requirements are met—otherwise, we'll call the insured).

### 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 advisor 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 insured.

### Q | **How long does it take for the insured 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 (but not limited to) driver's license number
- **Beneficiary information:** Social Security number, address, date of birth, and percentage of distribution
- **Bank account information:** Bank account number and routing number, if insured wishes to pay the initial premium immediately
- **Existing life insurance:** Names of all insurance companies, policy numbers, face amounts, and years of issue
- **Financial information:** Current income and net worth
- **Foreign travel history:** A list of where insured has been outside the United States in the last five years, or has plans to visit
- **Medical information:**
  - › Names and addresses of physicians and hospitals providing medical care to insured in the last 10 years
  - › Names of medications (prescriptions and over the counter) insured takes or has taken in the last 10 years

### Q | **What will the insured 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 insured is also able to update/change this information when completing the rest of the online application.

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

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

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

**A |** The insured will receive another email with a link to electronically sign the full life insurance application.

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

**A |** Daily email reminders will be sent to the insured 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 insured needs to make changes to their application after it's been submitted?**

**A |** The insured can call the TeleApp department (888-835-3277; Monday–Thursday: 7 a.m.–10 p.m. CST, Friday: 7 a.m.–7 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 insured has signed the application?**

**A |** The application is submitted to Principal for normal new business and underwriting processing. 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 insured when completing their online application?**

**A |** The online application is designed for ease of use, but if the insured needs help at any point, they can call Principal's TeleApp department (888-835-3277; Monday–Thursday: 7 a.m.–10 p.m. CST, Friday: 7 a.m.–7 p.m. CST) and a Medical Application Specialist will help.

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

**A |** No, the online application is only for life insurance applications.

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

**A |** The full application is available for any Principal Term policy with a face amount under \$2 million. Insured must be under age 70 and speak/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, with no face amount restrictions. Insured must speak/understand English. As with full online applications, online Part B isn't 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 advisor 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 advisor 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, will receive an email with a PDF copy of the signed policy, which can be printed if desired.

### 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. 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, main option 1, sub option 4.

TeleApp Contact Center hours:

- Monday–Thursday, 7 a.m.–10 p.m. CST
- Friday, 7 a.m.–7 p.m. CST



Visit [principal.com/PrincipallifeOnline](https://principal.com/PrincipallifeOnline) to learn more.  
Call the National Sales Desk at 800-654-4278, or your Life RVP.



[principal.com](https://www.principal.com)

Insurance products issued by Principal National Life Insurance Co. (except in NY) and Principal Life Insurance Co. Plan administrative services offered by Principal Life. Principal National and Principal Life are members of the Principal Financial Group®, Des Moines, IA 50392.

For financial professional use only. Not for distribution to the public.

<b>Not FDIC or NCUA insured</b>
<b>May lose value • Not a deposit • No bank or credit union guarantee</b>
<b>Not insured by any Federal government agency</b>

Principal, Principal and symbol design, and Principal Financial Group are trademarks and service marks of Principal Financial Services, Inc., a member of the Principal Financial Group.