Temporary Processing Delays with Life Insurance Applications

Life insurance applicants with policies $100,000 and above may be experiencing delays with the application process. Due to COVID-19, our application processing partner, ExamOne, initiated a work-from-home policy in early March. This has led to longer customer service hold times and delays in returning calls during the telephone interview stage.

To address their longer response times, ExamOne has:

- Increased hours of operation weekdays from 7 a.m. – midnight and Saturday from 10 a.m. – 5 p.m. ET
- Increased staff and reassigned qualified employees to conduct telephone interviews
- Committed to first callback within 72 hours

We are monitoring every new application to assist with the application process during this time.

Additional ways we can help applicants:

- If your applicant has not received a call within the 72-hour timeframe, he/she can call ExamOne directly at 866-871-5791.
- If your applicant is experiencing a delayed callback response, please contact Darcy Wellman, Life Policy Services Representative, Senior, at 989-480-6415.

Our mission is to provide excellent customer experiences, and we will continue to work with our underwriting partners to resolve these issues as quickly as possible. Thank you for your understanding and partnership.