

FINAL EXPENSE AGENT TIP SHEET FOR

IGO E-APP

Hardware Any standard operating system. Includes MAC computers as well as iPad1 and iPad2. At this time, iGo e-APP is not supported on iPad3 or any android tablets.

Web Browsers The following web browsers are supported:

- Internet Explorer 7,8,9
- Firefox
- Safari
- Chrome

iPad users Only works on iPad1 and iPad2, not the new iPad3 at this time. Only e-signature method supported for iPad is the electronic signature or "clickwrap" process. **Signature pads will not work with the iPads.** For this process, the Proposed Insured, Owner and Payors will all need to have their own e-mail addresses and access to get to those e-mails.
Hint: To view the forms on the iPad, you must go into your iPad settings and enable popups.

Signature Methods

1. Electronic signature – client must have an email address.
2. Signature pad – need to have a Topaz signature pad and the software to use it must be loaded on your laptop. **Signature pads can only be used with the internet explorer browser.** They will not work with MACs or Ipads.

[e-Signature FAQ](#)

Access iGo Access iGo e-App via www.AgentNetInfo.com > Forms > iGo e-App for Monumental Solutions Final Expense.

Save URL to favorites If you wish to save the URL to your laptop, you will need to take a second step after savings it as a 'favorite' in your browser. After you have added the link to favorites, click into your favorites, locate the favorite you added for iGo, do a "right click" and select "properties". Copy and paste the original URL directly into the URL field and hit ok. The 'favorite' you saved may not work the second time around if you do not take this second step in the process.

iGo Login/Password The first time you access the application, you will need to request a user ID and password as a "new user". You can do this by selecting "new/sign up for account" in the upper right hand corner of the login screen. Forgot your user id or password – follow the links on the login screen.

Reminder: Your iGo login and password is not the same as your Agent Net Info login and password.

[Registration How-To](#)

Need Help?

- **Login/password on iGO** – follow link/instructions on login screen.
- **Final Expense application** - Agency sales support: 877-234-4848, option 6.
- **Signature pad software:** Agent technical support 866-303-7833.
- **Technical issues** – click on the "Chat" link in the upper right corner of the e-App.

Profile Set up your individual profile with your name, address, telephone, agent ID, etc. This information will then pre-populate for each application on the agent information screen. Do not put any information in the profile that can vary and you do not want to pre-populate. If you use **only one** agent number or agent ID, you can enter that in the profile in the "broker dealer" field and this will pre-populate on the agent information screen. If you use multiple agent IDs or numbers, we suggest leaving this blank in your profile and entering that information on each application.

Hint: You will also need to set a user case default state – this should be the state where you take most of your applications. You can change this state when you are taking the application.

Leave Behind Forms Leave behind forms can be found on www.AgentNetInfo.com > Forms > Forms Search.

Service Category: New Business/Underwriting
Product Type: Final Expense
State: Select application state
Company: 11 – Monumental Life Insurance Company

Search Tips

You will need Adobe Acrobat Reader 6.0 or higher to read and print forms.
 Use the Required section to search for state-specific business forms.
 Further refine your search by selecting from the Advanced Search section.

Required

Service Category:

Product Type:

State:

Advanced Search

Form Name:

Form Number/Notes:

This page loaded in 0.31 seconds.

Select Search and scroll down to Final Expense – Supplemental Forms

Final Expense - Supplemental Forms			
Only one copy of the form will be packaged in the PDF			
Select Form to Package	Form Name	Form Number/Notes	Last Updated
<input type="checkbox"/>	Alcohol Questionnaire	QUAL0303 CT (MULTI)	3/19/2009
<input type="checkbox"/>	Alcohol Questionnaire	QUAL0303 NJ (MULTI)	3/19/2009
<input type="checkbox"/>	Alcohol Questionnaire	QUAL ME (MULTI)	3/19/2009
<input type="checkbox"/>	Alcohol Questionnaire	QUAL STD	3/19/2009
<input type="checkbox"/>	Arthritis Questionnaire	QUAR ME	3/19/2009
<input type="checkbox"/>	Arthritis Questionnaire	QUAR0805 STD	3/19/2009
<input type="checkbox"/>	Arthritis Questionnaire	QUAR0805 FL	3/19/2009
<input type="checkbox"/>	Arthritis Questionnaire	QUAR0805 STD (Multi)	3/19/2009
<input type="checkbox"/>	Arthritis Questionnaire	QUAR STD	9/6/2007
<input type="checkbox"/>	Arthritis Questionnaire	QUAR0805 OH (ML)	12/22/2010
<input type="checkbox"/>	Avocation & Aviation Questionnaire	QUAA ME	3/19/2009

Signature Pads
(at agents expense)

The following Topaz Signature pad models are supported on iGo:
 T-S460-HSB, T-L460-HSB-R, T-L462-HSB, T-LBK460-HSB-R, T-S460-HSB-R

Signature pads can be purchased through North America Computime, Inc.
 (800) 423 8826, www.computimeonline.com. They can also be purchased elsewhere.

e-App Workarounds

Existing Insurance on the iGO Screen:

The Existing Insurance Grid requires completion to be considered in good order (receiving a green check mark) to move forward with completing the case. Use the following guide for completion:

Field	Enter
Company	Select Other from Drop Down if company not listed.

Other (displays after Other was selected under Company)	Non-abbreviated Company Name or Unknown.
Policy Number	Alphanumeric policy number or Unknown.
Year Issued	YYYY if known otherwise 0000
Face Amount	Amount of existing policy or zero
Replacement	No

Agent Notes

If you have additional information that you want to provide about your application please call the new business call center at 1-877-234-4848 to have notes added to the case once the application is submitted.

Agent License

The agent license number is a required input field on the iGo screen. The license field is needed for Florida applications only, so for non-Florida applications you can enter 'NA'.

Agent Number

Agents need to input the full 10-digit agent number including leading zeroes. If leading zeros are not entered the e-App will still submit, however, it may slow down the application processing time.

Middle Initial

The e-Application only allows input of a single middle initial. The signature needs match the name that is on the application. If the applicant wants to sign with their complete middle name or has more than one middle initial, you can enter that in the 'first name' field.