Multi-Benefit User Guide

Making Protection Better

iPipeline is pleased to announce our new Multi-Benefit Protection Portal on Assureweb.

As part of a campaign to deliver increased value for you and your clients, the new Multi-Benefit Protection Portal will let you research multi-benefit policies in one place.

Throughout 2014 we will be working hard to bring more improvements, functionality and features to our protection services aimed at making protection better for you, your business and your clients. We hope that you like the new Multi-Benefit Protection Portal as a first step in this direction.

Multi-Benefit Features

- Quote, compare and apply for multi-benefit policies in a single place.

- Add up to 5 benefits:
  - any combination of Life, Critical Illness, Family Income Benefit or Income Protection

- Improved facility to capture and display split sum assured quotes.

- Added comparison features:
  - critical illness buy-back/reinstatement option, renewal periods, limited benefit period, standalone TPD, life cover buy-back.

- Updated client screen:
  - occupation, employment status and annual income to cater for income protection benefits.

Benefits

- Free to users of the Assureweb portal

- Faster comparison on multi-benefit policies

- Improved process for cross-selling

- Reduced need for individual company quotations

"I am hugely excited about our protection developments in 2014. Launching our Multi-Benefit Protection Portal with Friends Life and Legal & General starts our journey for making protection better for our customers and their clients. With further providers joining in January 2014 I am looking forward to a really exciting year for our protection services."

Jacqui Boxall, Protection Product Manager, iPipeline

MAKING PROTECTION BETTER

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Multi-Benefit Quotes

Business Services

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The Multi-Benefit service is available within the Protection Business Services.

Protection - Services

Term & Whole of Life
Comparison quote

Multi-Benefit
Comparison quote

Income Protection
Comparison quote

Single Company Quotes
Select & quote

Long Term ASU
Information & quote

Protection - Useful Links

Provider Literature
Search for key features documents, application forms and other supporting literature.

Provider Profil
Gives you backgro
company informati
provider including
details.

Access the Multi-Benefit service from the tile within the Protection Business Service.

Client Details

Multi-Benefit Comparison Service

Clear   Quote
                                    << Back Next >>

Client Details | Benefit Details | Remuneration | Provider Selection

Help on this screen

* mandatory fields

Reference *

You will be taken to the client details screen.

Add client *   ☐ **Life two**

Title   [   ]   [   ]

Forename(s) *   [   ]   [   ]

Surname *   [   ]   [   ]

Date of birth (DD/MM/CCYY) * [__/__/__] ANB: [   ]   [__/__/__] ANB: [   ]

Sex *   ◉ Male ○ Female   ○ Male ◉ Female

Smoker *   ○ Yes ◉ No   ○ Yes ◉ No

Employment status *   [Employed ▾]   [Employed ▾]

Annual earned income   [   ]   [   ]

Occupation   [Start typing...]   [Start typing...]

                                    << Back Next >>
Clear   Quote

Multi-Benefit Comparison Service

Clear	Quote

<< Back Next >>

Client Details | **Benefit Details** | **Remuneration** | **Provider Selection**

❓ Help on this screen
* mandatory fields

Reference *	❓	LTA life and cic
Add client *	❓	☑ **Life one**
Title		Mr
Forename(s) *		Tom
Surname *		Banks
Date of birth (DD/MM/CCYY) *	❓	01/01/1981 ANB: 33
Sex *		⦿ Male ○ Female
Smoker *	❓	○ Yes ⦿ No
Employment status *	❓	Employed ▾
Annual earned income	❓	30000
Occupation	❓	Accountant

☑ **Life two**
Mrs
Joan
Banks
01/01/1981 ANB: 33
○ Male ⦿ Female
○ Yes ⦿ No
Employed ▾
30000
Accountant

If the policy is for joint life, select 'Life one' and 'Life two' tick boxes.

Income and Occupation are not mandatory fields when you initially start the quote. However, if you do add income protection as a benefit you will need to return to this screen to add occupation and income.

If the client does not work and is a househusband/wife, select 'House person' from the Employment status drop down –

Employed ▾
Employed
Self employed
House person

<< Back Next >>
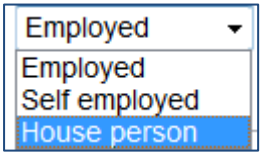
Quote

Use the 'Back' and 'Next' navigation buttons to navigate through the screen.

Benefit Details

Up to five benefits can be added to the quote within this screen along with benefit features like 'TPD', 'Critical illness buyback', 'etc.

Multi-Benefit Comparison Service

Clear   Quote

<< Back Next >>

Client Details | Benefit Details | Remuneration | Provide

Help on this screen
* mandatory fields

Quotation basis *   ● Benefit led ○ Premium led
Premium frequency *   ● Monthly ○ Annually
Benefit type *   Please select...   ▼   Add benefit

Clear

> Select the basis for the benefits. The options selected here will be applied to all benefits added.

> Select the benefits to be added to the quote from the drop down list and select 'Add benefit' –
>
> Please select...   ▼
> Please select...
> Level Term
> Convertible Term
> Decreasing Term (Mortgage Protection)
> Family Income Benefit
> Income Protection

Multi-Benefit Comparison Service

Clear   Quote

<< Back Next >>

Client Details | Benefit Details | Remuneration | Provider Selection

> The benefits will be added as an accordion on the screen. Simply select ⊞ to expand the benefit to complete the details.

Add benefit

⊞ **Level Term**   ⚠ Incomplete data   ✖ Delete this benefit

⊞ **Decreasing Term (Mortgage Protection)**   ✖ Delete this benefit

⊞ **Family Income Benefit**   ✖ Delete this benefit

> A benefit can be deleted simply by selecting 'Delete this benefit'

⊞ **Income Protection**   ✖ Delete this benefit

<< Back Next >>

Clear   Quote

The input screens for each benefit will be specific to the benefit selected. Each benefit is explained below.

Level Term

Select the details for the benefit.

Low start plans can be excluded from the comparison.

Select the definition required for the drop down list for total permanent disability.

Complete the screen with the benefit details.

Cover Basis

The below cover basis options are available within the following benefits – Level Term, Decreasing Term (Mortgage Protection) and Family Income Benefit:

Cover basis *	❓	☐ Life ☐ Critical illness ☐ Life or earlier critical illness	

If you require split sum assured, i.e. life cover for £150,000 and critical illness for £75,000, you would need to enter the following:

Cover basis *	❓	☑ Life ☐ Critical illness ☑ Life or earlier critical illness
Life cover amount *	❓	75000
Life or earlier critical illness cover amount *	❓	75000

If you require a full pay-out for both life and critical illness, you would need to enter the following:

Cover basis *	❓	☑ Life ☑ Critical illness ☐ Life or earlier critical illness
Life cover amount *	❓	150000
Critical illness cover amount *	❓	75000

If the amount of the life cover and critical illness benefit is the same and there will be only one pay-out on first event, either critical illness or death, you will need to enter the following:

Cover basis *	❓	☐ Life ☐ Critical illness ☑ Life or earlier critical illness
Life or earlier critical illness cover amount *	❓	150000

⊞ **Level Term**	✓ Valid data entered	✗ Delete this benefit

Joint life, £150000 life or earlier critical illness cover, 20 years

⊟ Decreasing Term (Mortgage Protection)	⚠ Incomplete data

The data will be validated when completed and will be highlighted in green to indicate all mandatory fields have been completed.

Lives assured *   ❓ Please select... ▼

Premium type *   ❓ Please select... ▼   Exclude low

'All premium types' option cannot be chose

Policy duration *   ❓ [____] Years

Cover basis *   ❓ ☐ Life ☐ Critical illness ☐ Life or earlier critical illness

Total permanent disability *   ❓ Please select... ▼

Waiver of premium *   ❓ None ▼

Policy interest rate for loan *   ❓ [____] %

Decreasing Term (Mortgage Protection)

Low start plans can be excluded from the comparison.

⊟ **Decreasing Term (Mortgage Protection)**	⚠	Delete this benefit

Lives assured *   ❓ Joint life-1st death/event ▼

Premium type *   ❓ Guaranteed only ▼   Exclude low start plans ☐

'All premium types' option cannot be chosen for multiple benefits.

Policy duration *   ❓ 20 Years

Cover basis *   ❓ ☐ Life ☐ Critical illness ☑ Life or earlier critical illness

Life or earlier critical illness cover amount *   ❓ 1500000

Total permanent disability *   ❓ Own occupation ▼

Waiver of premium *   ❓ Both lives ▼

Policy interest rate for loan *   ❓ 10 %

CI buyback / reinstatement option *   ❓ ○ Yes ◉ No

Life cover buyback option *   ❓ ○ Yes ◉ No

Enter the percentage for the policy interest rate for loan.

Complete the screen with the benefit details.

Family Income Benefit

Low start plans can be excluded from the comparison.

The amount of cover needs to be entered as an annual

Complete the screen with the benefit details.

Income Protection

It will default not to include 'Limited benefit payment plans'. Select 'Yes' if you would like them included in the comparison.

Complete the screen with the benefit details.

The Income Protection benefit cannot be added as a standalone benefit; it must be an additional benefit to a Term Assurance benefit. If you only require Income Protection, please use the Income Protection comparison within the Protection Business Area.

Multi-Benefit Comparison Service

Clear   Quote

<< Back Next >>

| Client Details | **Benefit Details** | Remuneration | Provider Selection |

Help on this screen
* mandatory fields

Quotation basis *   ◉ Benefit led ○ Premium led

Premium frequency *   ◉ Monthly ○ Annually

Benefit type *   Please select... ▾   Add benefit

➕ **Level Term**   ✔ Valid data entered   ✖ Delete this benefit
1st life, £150000 life or earlier critical illness cover, 20 years

➕ **Decreasing Term (Mortgage Protection)**   ✔ Valid data entered   ✖ Delete this benefit
1st life, £150000 life or earlier critical illness cover, 20 years

➕ **Family Income Benefit**   ✔ Valid data entered   ✖ Delete this benefit
1st life, £30000 annual life or earlier critical illness cover, 20 years

➕ **Income Protection**   ✔ Valid data entered   ✖ Delete this benefit
1st life, £800 monthly benefit, 20 years

<< Back Next >>

Clear

> Once all the benefits are completed, select 'Next' to move to the next screen.

Remuneration

Multi-Benefit Comparison Service

Clear   Quote

<< Back Next >>

| Client Details | Benefit Details | **Remuneration** | Provider Selection |

Help on this screen
* mandatory fields

Commission *   Full ▾

Indemnity required *   ◉ Yes ○ No

> Select the type of commission required.

<< Back Next >>

Clear   Quote

Provider Selection

Client Details	Benefit Details	Remuneration	Provider Selection

Provider Name

Assureweb Training Product

Friends Life Individual Protection

Legal & General

Please note – the list of providers displayed will show which providers are available to you.

checkboxes to remove any providers you do not ...ded on your comparison. Some providers may not ...e depending on the inputs you have entered. Please ...button and then access the "Providers Not Quoting" ...why these providers are not able to quote.

<< Back Next >>

Clear	Quote

Select 'Quote' to request the comparison quote.

Comparison Results

Multi-Benefit Comparison Service

Requote	View Comparison Reports

Client Information: Mr Tom Banks a male non-smoker born 01/01/1981, employed Accountant with an annual income of £30000   **[view quote summary]**

12 out of 12 expected responses received.
Please click on "Providers Not Quoting" for details of providers that were filtered out or have not responded.

Click headings like **This** to sort results.

Quote Details	Providers Not Quoting

Provider and Product	Apply ?	Total Premium ?	LTA 1st life Life or CI 20 years	DTA 1st life Life or CI 20 years	FIB 1st life Life or CI 20 years	IP 1st life 13 weeks 20 years	Details ?
Friends Life Protect +	CLICK to APPLY	£137.10	£39.12	£26.99	£67.92	£12.97	View Refine

Requote	View Comparison Reports

Total Premium ?

£137.10

Clicking on the premium amount will display the premium along with commission.

Friends Life Protect +   ☒

Total premium	£137.10
Commission	£3,294.35

Close

Select 'Close' to return to the comparison quote screen.

Multi-Benefit Comparison Service

| Requote | | | | View Comparison Reports | | | | | |

Client Information: Mr Tom Banks a male non-smoker born 01/01/1981, employed Accountant with an annual income of £30000   [view quote summary]

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Quote Details | **Providers Not Quoting**

Provider and Product	Apply ❓	Total Premium ❓	LTA 1st life Life or CI 20 years	DTA 1st life Life or CI 20 years	FIB 1st life Life or CI 20 years	IP 1st life 13 weeks 20 years	Details ❓
Friends Life Protect +	CLICK to APPLY	£137.10	£39.12	£26.99	£67.92	£12.97	View Refine

| Requote | | | | View Comparison Reports | | | | | |

**LTA
1st life
Life or CI
20 years**

£39.12

Clicking on the premium amount for the benefit will display full details of the benefit.

Level Term Assurance   ✕

Friends Life Protect +

Premium	£39.12
Premium type	Guaranteed
Premium based on occupation	No
Premium frequency	Monthly
Lives assured	1st life
Life or earlier critical illness cover	£150,000
Policy duration	20 years
Indexation	Level
Total permanent disability	Own occupation
Low start plan	No

[Close]

Select 'Close' to return to the comparison quote screen.

Multi-Benefit Comparison Service

| Requote | | | View Comparison Reports | | | | |

Client Information: Mr Tom Banks a male non-smoker born 01/01/1981, employed Accountant with an annual income of £30000 **[view quote summary]**

...ere filtered out or have not responded.

Click headings like **This** to sort results.

If you wish to amend the quote, simply select 'Requote' from the navigation bar which will return to the quote screens to amend the quote.

Provider and Product	Apply ❔	Total Premium ❔	LTA 1st life Life or CI 20 years	DTA 1st life Life or CI 20 years	FIB 1st life Life or CI 20 years	IP 1st life 13 weeks 20 years	Details ❔
Friends Life Protec...	CLICK to APPLY	£137.10	£39.12	£26.99	£67.92	£12.97	View Refine

| Requote | | | View Comparison Reports | | | | |

Assureweb will store the quote for 30 days. So it is very important to generate a copy of the comparison report for your client file. Simply select 'View Comparison Reports'

The client specific illustration and any supporting documents can be accessed by selecting 'View'.

Applying

Assureweb provides direct links through to the provider's extranets to complete the electronic application. Once logged in you will land on the application screens, which will be prepopulated with your quote data.

Multi-Benefit Comparison Service

| Requote | | | View Comparison Reports | | | | |

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Quote Details | **Providers Not Quoting**

Provider and Product	Apply ❔	Total Premium ❔	LTA 1st life Life or CI 20 years	DTA 1st life Life or CI 20 years	FIB 1st life Life or CI 20 years	IP 1st life 13 weeks 20 years	Details ❔
Friends Life Protect +	CLICK to APPLY	£137.10	£39.12	£26.99	£67.92	£12.97	View Refine

| Requote | | | View Comparison Reports | | | | |

Use the 'Click to Apply' button to be taken through to the provider's extranet.

Once you have logged into the provider's extranet, you will be navigated to the quote and apply area with the quote information pre-populated for you to continue with the electronic application.