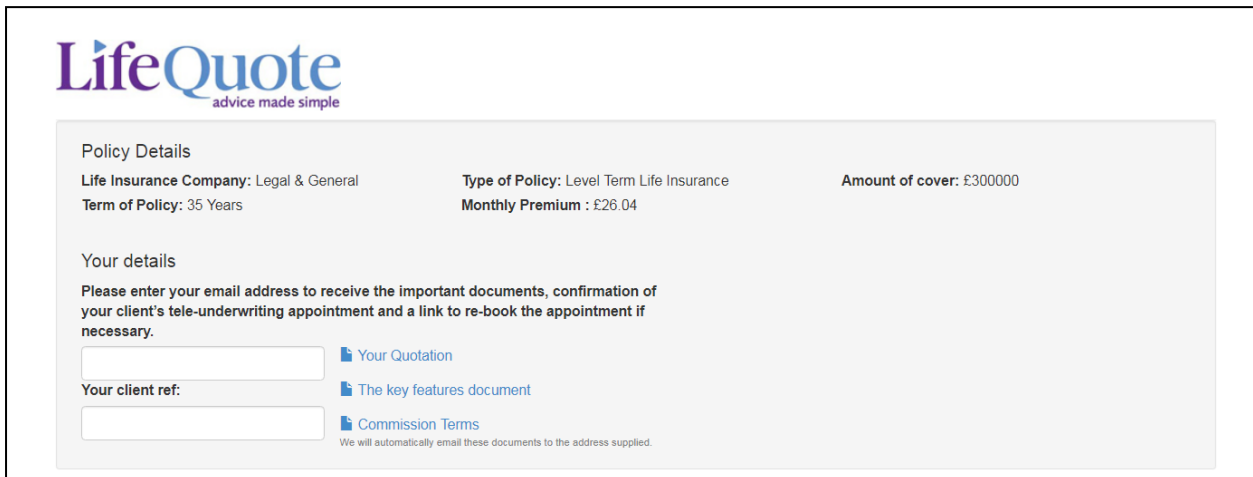


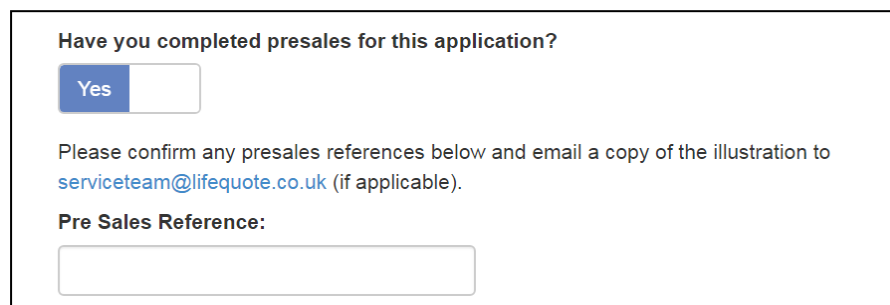
## Updates to the Telephone Application system

You may have noticed that we have re-ordered the initial page of our Telephone Application system. We want to make the system as simple as possible, giving you the information you need and letting you complete the client's information quickly and painlessly.



The screenshot shows the LifeQuote application system interface. At the top left is the LifeQuote logo with the tagline "advice made simple". Below the logo is a section titled "Policy Details" with three columns of information: "Life Insurance Company: Legal & General", "Term of Policy: 35 Years", "Type of Policy: Level Term Life Insurance", "Monthly Premium : £26.04", and "Amount of cover: £300000". Below this is a section titled "Your details" with a prompt: "Please enter your email address to receive the important documents, confirmation of your client's tele-underwriting appointment and a link to re-book the appointment if necessary." There are two input fields: one for the email address and one for "Your client ref:". To the right of the email field are three links: "Your Quotation", "The key features document", and "Commission Terms". Below the "Your client ref:" field is a note: "We will automatically email these documents to the address supplied."

We have also added an additional field to ask if you have completed any pre-sales enquiries for your client's. This will allow us to ensure we cross reference any indications with the final decision. You'll be asked to add the pre-sales reference, if applicable, and email a copy of the rated quote to us if the insurer has provided one.



The screenshot shows a form with the question "Have you completed presales for this application?". Below the question is a radio button labeled "Yes". Below the radio button is a text prompt: "Please confirm any presales references below and email a copy of the illustration to [serviceteam@lifequote.co.uk](mailto:serviceteam@lifequote.co.uk) (if applicable)." Below the prompt is a label "Pre Sales Reference:" followed by an empty text input field.

The rest of the journey has remained the same but we are always looking for feedback on how this could work better for you. Send us an email if you have any suggestions.

For further information please contact the Adviser Support team on 01243 791199.

To view our previous updates please click [here](#).

Best regards,  
LifeQuote Team  
April 2019