

What to do if you can't find the quote you're looking for

With the large range of products, options and add ons it can be difficult to find exactly what you're looking for. The LifeQuote Portal caters for the vast majority of quotes but on the odd occasion you can't find what your client is looking for you can still use the LifeQuote service by following these steps.

1. Have you checked for multiple insurer entries in the results list?

Aviva and Legal & General have two results appear in the initial results list as they have a basic and an enhanced Critical Illness product.

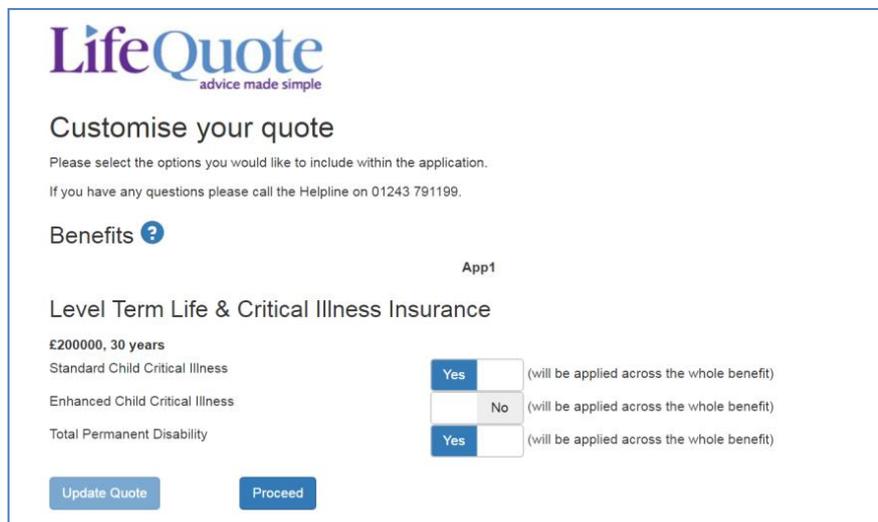


For access to Zurich Select please use the insurer add ons page.

2. Have you checked for the insurers 'add ons' page?

Aviva, Royal London, Zurich and VitalityLife all have their own add ons page on the LifeQuote Portal.

Here you will find options such as Fracture Cover, different levels of Child CI or the ability to remove Total Permanent Disability benefit. Simply select the insurer you'd like to proceed with and amend the quote to tailor it to your clients needs.



3. Use the 'Additional Requirements' box.

If you're happy to just let us know to add on or remove a particular feature then you can do this using the additional requirements box during the Telephone Application process.

Simply type in how you would like the quote changed and we'll send a revised copy over once we have received the application.

The screenshot shows a web form with the following elements:

- Question: "Is this Policy to cover a Mortgage?" with a "No" button.
- Question: "Is this Policy to be placed in a Trust? [Trust Help](#)" with a "No" button.
- Question: "Was this sale advised?" with a dropdown menu showing "Y" and "N".
- Question: "Please confirm any special requirements:" with a text input field and a "255 character(s) left" indicator. This section is highlighted with a purple border.
- Question: "I have my customer's consent to share this data and for you to process the application." with a dropdown menu showing "Y" and "N".
- Question: "Have you completed presales for this application?" with a "No" button.
- Question: "When would you like to start this Policy?" with three radio buttons: "Upon acceptance" (selected), "Specific date", and "To be advised".
- A "Next" button at the bottom.

4. Source a quote directly and use our Submit Alternative Quote tool.

Still not able to find what you're looking for? You can still use the LifeQuote services by obtaining a quote directly, then use our Submit Alternative Quote tool to pass the application to us.

All you have to do is fill out your client's details and email us the quote. We will then continue to process the application as normal.

[Watch our short video for a walk through of the process.](#)

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

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

Best regards,
LifeQuote Team
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