

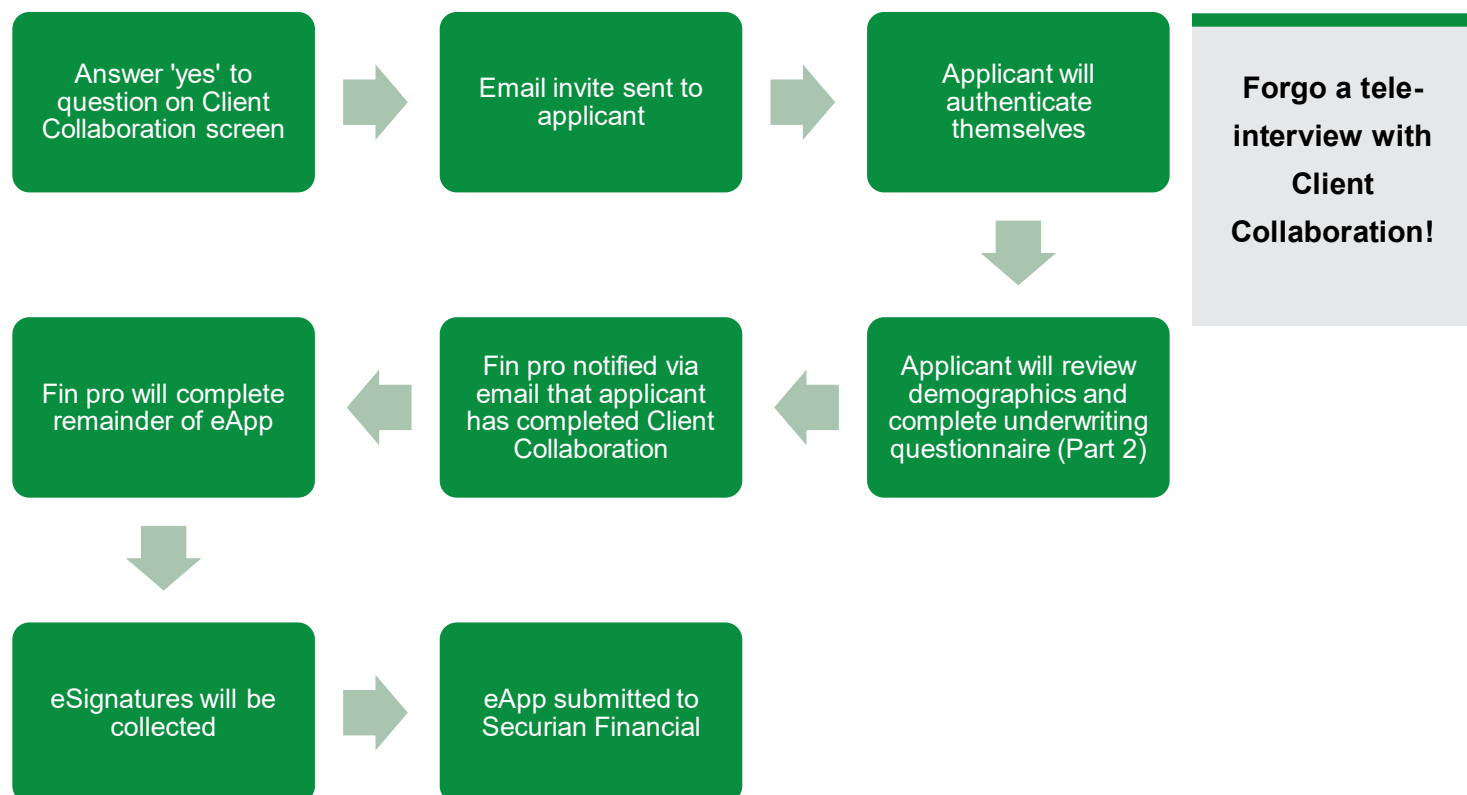
## Client Collaboration

# How it works



Client Collaboration allows the applicant to complete parts of the eApp. This includes the underwriting questionnaire (part 2).<sup>1</sup>

### How does Client Collaboration work?



## FREQUENTLY ASKED QUESTIONS

### When can I NOT use Client Collaboration?

- Applications taken in New York or for NY products
- Drop Ticket
- If proposed insured and owner are different

**What does the applicant need to complete the authentication process?** They will need to have a valid email address and a cell phone to complete the authentication process.

**Is the underwriting questionnaire required if I select Client Collaboration?** Yes, the applicant will be required to complete the entirety of the underwriting questionnaire (part 2)

**If Client Collaboration is completed, will the applicant still need to do a tele-interview?**

No!

**If the applicant doesn't want to participate in Client Collaboration, can the fin pro complete the underwriting questionnaire during eApp?**

Yes! Select, 'no' to the question on the Client Collaboration screen. Then answer, 'yes' to the question 'would you like to complete the medical history questions at this time?' on the 'Medical History' screen.

**How long is the email link valid for?**  
14 calendar days. It can be resent from the 'case details' screen should the link expire.

**Have more questions?** Contact us at 833-365-0329.

1. For eligible clients.

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[securian.com](https://www.securian.com)

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