iGO e-App<sup>®</sup> FAQs For Producers

# What is iGO e-App?

iGO e-App is an intelligent fillable form with carrier specific rules embedded. It enables you to electronically complete and process 100% in Good Order applications. It also improves your productivity so you can sell more insurance.

## What are the key features of iGO e-App?

- Intuitive user interface Improved navigation and workflow, dynamic alerts and statuses,
   & graphical indicators
- Quick access to start a new client or view all existing cases
- Sharing and transfer feature for cases
- Enhanced product search capabilities
- Consistent look & feel across all platform applications
- iGO e-App integration with Agency Integrator AMS
- Multi-Carrier Quotes Generate quotes for multiple carriers within one integrated user interface & seamlessly flow information from quote to iGO e-App
- View/print filled complete or incomplete forms at any time
- Save and update as many times as you like
- Print & wet sign to match your selling styles
- Customizable e-signature (Click-Wrap & Digital Pad)
- Electronic submission.

## What are the key benefits of iGO e-App?

- Speeds access to start a case and view an existing case
- Simplifies the tailoring of output to meet clients' needs through improved
- collaboration
- Allows you to enter quote data once and generate multiple carrier quotes
- Eliminates need to work in multiple environments via iGO e-App integration with Agency Integrator AMS
- LifePipeTM (iPipeline's term quote engine) users can now auto-populate iGO e-App, eliminating the re-keying of data
- Reduce cycle time and get paid faster
- Write more premium
- Go paperless with "iGO Green" and save on imaging, gas, and postage costs
- Deliver forms that are 100% legible and in Good Order
- Trim 10-14 days after client signature to speed processing and sell 25 percent more
- Improve the consumer experience

### How do I register for a username and password?

Registering for a username and password is simple. All you have to do is fill in some basic information about yourself and answer a few security questions. As soon as you submit your form, an e-mail is automatically sent to you with your username and a hyperlink for you to set up your password.

#### How do I get trained to use iGO e-App?

All training materials, including videos, product collateral, a list of frequently asked questions, and iPipeline's iGO e-App Support phone number and e-mail address can be found at: http://training.ipipeline.com/

In addition, trainings are held via WebEx and Teleconference every Tuesday and Thursday from 3:00 to 4:00 p.m. ET. To register, go to:

http://www.ipipeline.com/contact/igoRequest.php

### How do I access iGO e-App?

There are three ways to access the iGO e-App.

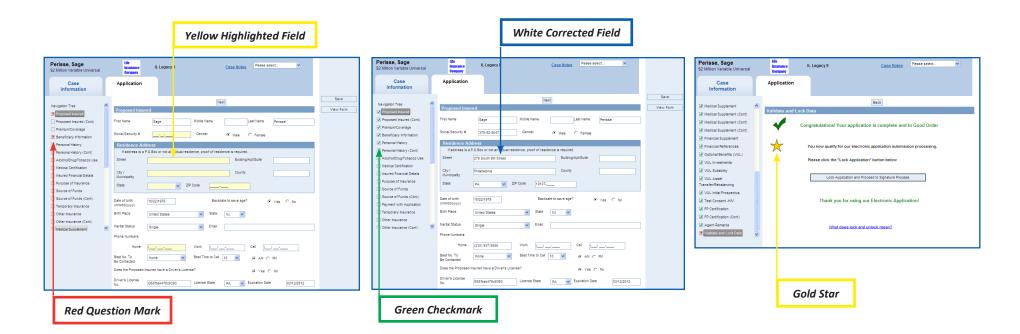
- On your distributor Web site, you will see an iGO e-App banner. This will allow you to view a demo, login or register for a username and password.
- At the forms engine, you will notice another access point.
- Our term quote engine now integrates with the iGO e-App. An additional feature you will
  see in the quote engine's profile page is the ability to customize your view to run quotes
  for iGO e-App carriers only. By viewing the results page, you will notice the green iGO eApp button. Selecting the button, your client's information will be pulled from the quote
  engine and populated throughout the carrier application of your choice.

## What tools do I need on my computer?

- Browser Compatibility: IE 7 & up, FireFox, Safari
- Bandwidth: High-speed Internet Connection
- Hardware Requirements: Any standard operating systemword.
- System Requirements: System requires browser; Adobe Reader version 7 or higher; Do not have 3rd party cookies & popups blocked



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# What do the visual cues within the iGO e-App mean?

There are 4 main visual cues used within the iGO e-App:

- 1. If you type the information in right within the e-application, we will turn the respective FIELD FROM YELLOW TO WHITE.
- 2. A <u>RED QUESTION MARK</u> underneath a particular section, points out that you have made a mistake and that you eventually need to come back and fix it.
- 3. A GREEN CHECKMARK lets you know that a section is filled out correctly.
- 4. A GOLD STAR indicates that your application is in 100% good order.