



## New Guidelines for Submitting Informal Applications to ING Life Companies *Independent General Agency (IGA) Channel*

### New Delivery Portals for IGA Informal Submissions

Fax number: 866-816-9910

Email: [IGANB@us.ing.com](mailto:IGANB@us.ing.com)

Address: P.O. Box 5056, Minot ND 58702-5056

### Required Minimum Information for Cover Sheet

- Identify as: “**IGA Informal Summary**”
- Insured Name
- Insured DOB
- Insured Residence State
- Insured SSN
- Product
- Face Amount
- Agent Contract Number
- IGA Contract Number
- IGA Contact Info
  - Contact Name
  - Contact Phone
  - Contact Email
- Name of vendor or name of in-house author used to create summary

## Acceptance Standards

All informal submission packages must be limited to:

- (a) A completed medical summary, including the transmittal and HIPPA. The total pages cannot be greater than 30 pages or:
- (b) 30 pages of information, including the transmittal and HIPPA.
  - An acceptable summary must include any and all information relevant to the risk assessment (medical info from Attending Physician Statements' pertinent to applicant's medical history and impairments. {EKG, tracings, lab reports, etc} Include any information that bears positively on the applicant's profile)
- (c) Informal submission standards also include:
  - Applicant must be less than 85 years of age
  - Term insurance minimum face amount of \$6MM (or \$10,000 annual premium)
  - Permanent insurance minimum face amount of \$1.5MM (or \$10,000 annual premium)
  - No cases previously declined
  - No highly substandard cases (T6 or above)

**Any cases not qualifying based on these standards should be submitted as a formal application or a quick quote ([quickquote@us.ing.com](mailto:quickquote@us.ing.com)). Any informal submission received that does not meet the minimum requirements and acceptance standards will not be reviewed and all documentation will be destroyed.**

If you are not equipped to do medical summaries or to discern the appropriate 30 pages to submit, the ING Life Companies have developed a list of quality medical summarization vendors for you to consider. The vendors' contact info is attached with this package.



## Informal Application Medical Summary Services

<b>Outsourcing Service Provider</b>	<b>Estimated Fees</b>	<b>Contact</b>	<b>Estimated Avg. Cost</b>
IBU	\$40 - \$45 per hour	Lincoln Tedeschi Ph. 860-295-1190	\$43.21 - \$63.75*
CPR	\$55 - \$65 per hour	Steve Case Ph. 207-523-5463	\$55.00*
Parameds.com	\$55 - \$65 per hour	Yale Vaturi Ph. 718-233-2777	\$63.00 - \$90.00*
Office Tiger	\$35 per hour	Andrew Lewkowicz Ph. 508-435-5615	\$35.58 - \$52.50*
BIUS	\$100 - \$125 per case	Pat Ramotar Ph. 661-255-0112	\$112.50*

*\* Estimated costs based on quoted price ranges. Per vendor, prices are negotiable based on volumes.*

The ING Life Companies are developing an electronic process whereby, once you submit a complete file to an approved summarization service, a completed summary will be automatically transmitted by the service provider to ING New Business. We expect to have the capability in place by early fall 2007.

## ING Life Companies Informal Summaries Bonus Policy

To help defray your costs for providing summaries, ING Life Companies are offering a bonus program for any informal case that is placed with ING.

A bonus payment is available for informal summarized cases that place with the ING Life Companies. If you provide an acceptable medical summary, ING Life Companies will send a \$100 check payment to the General Agent on the case within 30 days of placement.

Informal offers are valid for 30 days, and the case must place within 3 months to be eligible for the bonus payment.

An acceptable medical summary must provide the following:

- 1<sup>st</sup> Paragraph:
  - High-level overview/list of medical history, conditions and/or impairments, and current medications.
- Subsequent paragraphs:
  - listed in chronological date order
  - APS - Physician's Name
  - Date of Service
  - Tests Ran and Results
  - Diagnosis
  - Treatment

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