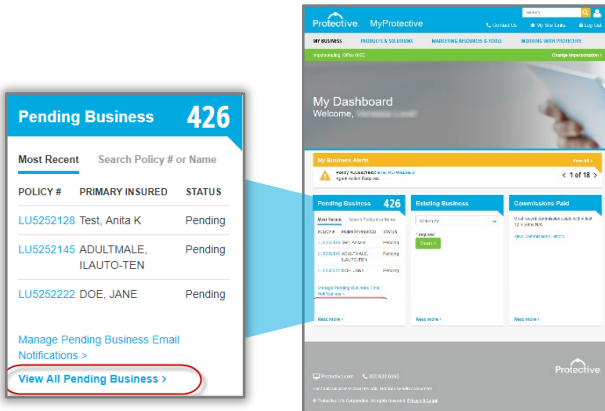


Pending Business Website Guide

Tracking pending business is easy. Once business is submitted, you will be able to keep track of the status of the applications, review outstanding requirements, and upload documents using the Pending Website. You can access Pending through the MyProtective dashboard or through the EZ-AppSM dashboard.

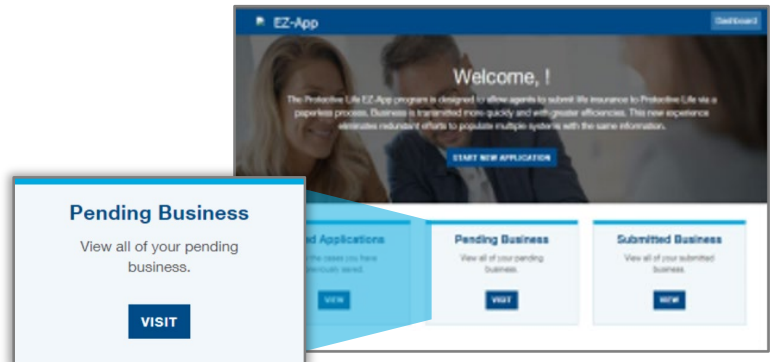
MyProtective Dashboard

From the MyProtective dashboard, click on **View All Pending Business** located in the Pending Business tile.



EZ-AppSM Dashboard

From the EZ-App dashboard, view all of your pending business by clicking on the **VISIT** button located in the Pending Business tile.

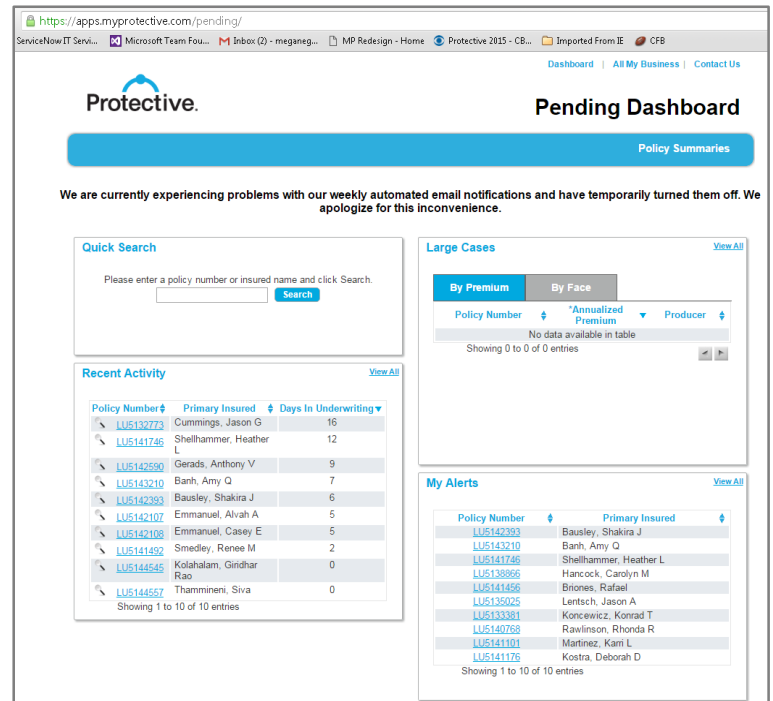


Pending Dashboard

The Pending Dashboard allows you to do a quick search by policy number or insured name, and review recent activity on your submitted policies. Large cases and alerts are also shown on the dashboard.

Click on a policy number to go to the policy details screen. Or click the magnifying glass next to the policy number to see a quick summary about the policy.

Tip: Click on Policy Summaries in the blue bar to see totals for the number of cases approved, issued or pending.



Pending - Life

Policy Summaries

The policy summary view shows the number of policies by current status. Including total face amount and premium. Click Dashboard at the top of the page to return to the Pending Dashboard.

Note: The premium amount will not display in Pending until the signed application packet is received.

Current Policy Status Summary – Term, Universal Life, and Variable Universal Life Cases

Policy Status	Cases	Face Amount	Premium
Issued	1	\$200,000.00	\$163.83
Pending	4	\$1,300,000.00	\$1,795.00
Totals	5	\$1,500,000.00	\$1,958.83

Final Policy Status Summary – Term, Universal Life, and Variable Universal Life Cases

Policy Status	Month	Cases	Face Amount	Premium
No data available in table				

*All information including, but not limited to premiums and risk class, are tentative and could change until the time that all delivery requirements are received and the policy is placed in force.

Recent Activity

Recent activity contains life policies that have had a recent change, including a status change, a requirement change, or the addition of a note.

Producer Name	Policy #	Primary Insured	Status	Product	Face Amount	Annualized Premium	Last Updated	Days in LND
Agentone, Test	FL092107	Abercromm, Arnie H	In Force	Protective ProClassic II UL	\$350,000.00	\$16,000.00	11/19/2018	6
Agentone, Test	NU101101	Ukaler, Ivell C	In Force	ProClassic NY UL	\$250,000.00	\$2,100.00	11/19/2018	6
Agentone, Test	SK102210	Abercromm, Arnie	In Force	Protective ProClassic II UL	\$350,000.00	\$16,000.00	11/19/2018	6
Agentone, Test	SK102213	Mills, Catherine	In Force	Protective ProClassic II UL	\$150,000.00	\$6,406.73	11/19/2018	304
Agentone, Test	FL091222	Chen, Shirley	In Force	Protective Series Whole Life Full	\$20,000.00	\$5,602.80	11/19/2018	306
Agentone, Test	SK2192115	Black, Joan L	In Force	Protective Series Estate Maximizer SPWL	\$30,000.00	\$0.00	11/19/2018	190
Agentone, Test	LU5181073	Hall, Elma	Approved	Protective Series SI Passport Term Life 10	\$50,000.00	\$173.00	11/19/2018	234
Agentone, Test	SK2192137	Doe, John	In Force	Protective Series 20 Year Payment SI Whole Life	\$50,000.00	\$1,855.00	11/19/2018	331

Large Case Summary

Recent activity contains life policies with at least \$10,000 in premium or at least \$500,000 face amount.

Producer Name	Policy #	Primary Insured	Status	Product	Face Amount	Annualized Premium	Last Updated	Days in LND
Agentone, Test	SK102210	Abercromm, Arnie	In Force	Protective ProClassic II UL	\$350,000.00	\$16,000.00	11/19/2018	6
Agentone, Test	FL092107	Abercromm, Arnie H	In Force	Protective ProClassic II UL	\$350,000.00	\$16,000.00	11/19/2018	6

All My Alerts

All My Alerts contains life policies with outstanding requirements that are the responsibility of the agent.

Producer Name	Policy #	Primary Insured	Status	Product	Face Amount	Annualized Premium	Last Updated	Days in LND
Brown, Zachary C	FL092107	Black, Thomas R	Issued	Protective Classic Choice 10 Year Term to 90	\$350,000.00	\$939.59	11/21/2018	148
Finn, Matthew	FL092107	Chen, Thomas	Issued	Protective Classic Choice 20 Year Term to 90	\$150,000.00	\$252.69	11/21/2018	152
Finn, Matthew	FL092107	Chen, Thomas	Issued	Protective Classic Choice 10 Year Term to 90	\$250,000.00	\$226.68	11/21/2018	132
Blacksher, Kaitlyn J	FL092107	Black, Thomas	Issued	Protective Classic Choice 20 Year Term to 90	\$250,000.00	\$357.50	11/21/2018	75
Bentlon, Joseph E	FL092107	Black, Thomas R	Issued	Protective Classic Choice 10 Year Term to 90	\$300,000.00	\$223.20	11/21/2018	56
Quam, Ginger N	FL092107	Black, Thomas R	Pending	Protective Classic Choice 20 Year Term to 90	\$150,000.00	\$284.56	11/21/2018	5
Hafemann, Jon M	FL092107	Black, Thomas R	Pending	Protective Classic Choice 20 Year Term to 90	\$200,000.00	\$1,151.24	11/21/2018	42
Zenker, Paul W	FL092107	Black, Thomas R	Pending	Protective Classic Choice 20 Year Term to 90	\$250,000.00	\$232.60	11/21/2018	16
Bishop, Mark E	FL092107	Black, Thomas R	Pending	Protective Classic Choice 10 Year Term to 90	\$100,000.00	\$289.68	11/21/2018	7

Pending - Life

Policy Details Page

The policy details page shows policy information, premium information, requirements, notes, and the current underwriter decision.

Tip: Updates occur every 5-15 minutes.

Upload document / send correspondence

Outstanding requirements are noted in red under the status column. To upload a document or to send correspondence regarding the item, Click the blue Respond link located under the Contact Us column.

If you want to upload a document, choose **Yes** to the question "Do you wish to attach documents." Select Browse to attach the document. Then click **Send Email**.

Note: Documents received are processed within 24 hrs.

Basic Policy Information

Policy Number	TU*****
Status	Hold to Issue
Face Amount	\$1,00,000.00
Plan Name	Protective Series
App Signed State	Massachusetts
Issue Type	Full Underwriting

Primary Insured

Name	
Date of Birth	12/2/1962
Gender	Male
Rate Class	Non-tobacco
Table Rating	N/A
Perm Flat Extra Amt	N/A
Temp Flat Extra Amt	N/A
Temp Flat Extra Yrs	N/A

Policy Info

Policy Mail Date	Policy Effective Date 1/4/2018 **	Case Manager Underwriter	Case Manager Extension App Received Date 1/4/2018
	Source System Gemini	Product Code PACU0216	

** Effective date of policy, subject to change at issue.

Premium Info

Premium Mode Annual	* Modal Premium \$0.00	Cash with Application \$0.00	* Preliminary Quoted Premium \$7,533.41
Annualized Target \$0.00			

*Premiums are subject to change. Please run an illustration prior to quoting premiums to your customer.

Requirements

All	Home Office	Reviewed	Outstanding	Documents					
					Status	Requested Date	Received Date	Reviewed Date	Contact Us
					EPD Policy Acceptance by Insured	Outstanding	12/14/2018		Respond
					Preauthorized Withdrawal Form	Outstanding	12/14/2018		Respond
					Premium Due \$1,885.95	Outstanding	12/14/2018		Respond
					Voided Check	Outstanding	12/14/2018		Respond
					Motor Vehicle Report	Reviewed	1/13/2019	1/13/2019	
					Application	Reviewed	12/14/2018	12/14/2018	12/14/2018
					Application Package	Reviewed	12/14/2018	12/14/2018	12/14/2018
					Auth to Obtain & Disclose Info	Reviewed	12/14/2018	12/14/2018	12/14/2018

Notes

Current Underwriting Decision

Current Underwriting Assessment is based upon the following reasons:

- Duplicate Record -

Agent Info

There are no Agents at this time.

By Phone

Life Insurance/VUL Resource Center: 1-800-366-9378
Annuity Resource Center: 1-800-456-6330

By Email

Agent Name: Office 006E
Agent Email: [Redacted]
 If box is checked, the address above will get a copy of the email being sent

Policy Number: LU5251702
Insured: ETE, PLTHIRTEEN

Subject Line: EPD Policy Acceptance by Insured

Message:
Please do not include sensitive information such as SSN or Credit Card info.

Do you wish to attach documents? Yes No

Select "Browse" to add your attachment(s):
Browse...
Browse...
Browse...

Acceptable file formats: .doc, .docx, .pdf, .txt, .rtf, .jpg

Send Email Close

Pending - Life

Basic Policy Information Box

The Basic Policy Information box provides a snapshot of the policy information and status.

Policy Number	XXXXXXXXXX
Status	Hold to Issue
Face Amount	\$1,00,000.00
Plan Name	Protective Series Passport Term
App Signed State	Massachusetts
Issue Type	Full Underwriting

Basic Policy Information		Primary Insured	
Policy Number	XXXXXXXXXX	Name	
Status	Hold to Issue	Date of Birth	12/2/1962
Face Amount	\$1,00,000.00	Gender	Male
Plan Name	Protective Series Passport Term	Rate Class	Non-TOBACCO
App Signed State	Massachusetts	Table Rating	N/A
Issue Type	Full Underwriting	Perm Flat Extra Amt	N/A
		Temp Flat Extra Amt	N/A
		Temp Flat Extra Yrs	N/A

Policy Info		
Policy Mail Date	Case Manager	Case Manager Extension
Policy Effective Date 1/4/2018 ** Source System Genrel	Underwriter Product Code PACU0216	App Received Date 1/4/2018
** Effective date of policy, subject to change at issue.		

Premium Info			
Premium Mode Annual	Modal Premium \$0.00	Cash with Application \$0.00	Preliminary Quoted Premium \$7,533.41
Annualized Target \$0.00			
*Premiums are subject to change. Please run an illustration prior to quoting premiums to your customer.			

Requirements						
All	Home Office	Reviewed	Outstanding	Documents		
EPD Policy Acceptance by Insured			Status	Requested Date	Received Date	Reviewed Date
Preauthorized Withdrawal Form			Outstanding	12/14/2018		Respond
Premium Due \$1,885.95			Outstanding	12/14/2018		Respond
Voided Check			Outstanding	12/14/2018		Respond
Motor Vehicle Report			Received	1/13/2019	1/13/2019	
Application			Reviewed	12/14/2018	12/14/2018	12/14/2018
Application Package			Reviewed	12/14/2018	12/14/2018	12/14/2018
Auth to Obtain & Disclose Info			Reviewed	12/14/2018	12/14/2018	12/14/2018

Notes
Current Underwriting Decision
Current Underwriting Assessment is based upon the following reasons: Duplicate Record -

Agent Info
There are no Agents at this time.

Policy Status Definitions

When a file reaches a final status for 32 days (Withdrawn, Incomplete, In-force, Declined, Postponed, Not Taken), it will automatically be removed from the Pending site. If the file is reopened, it will return to the Pending site.

Pending - Initial status when the ticket is dropped.

Approved - Once it is approved by the underwriter it will show Approved.

Hold to Issue - Approved waiting on a companion or if it is approved less than applied waiting on the offer to be accepted.

Issued - Once the policy is issued.

Inforce - Once the policy has been delivered and all delivery requirements are received the policy will be placed Inforce.

Withdrawn - Offer not accepted by client.

Pending - Life

Policy Documents Tab

The policy documents page shows all documents received related to the case.

Policy Info

Policy Mail Date: 2/13/2018
 Policy Effective Date: 3/2/2018
 Source System: Gemini

DC Name: Protective Distributors
 Underwriter:
 Product Code: PACU0216

DC Phone Number: 888-
 App Received Date: 10/13/2017

Premium Info

Premium Mode: Annual
 Annualized Target: \$3,434.40

* Modal Premium: \$3,944.61
 Cash with Application: \$3,944.61
 * Preliminary Quoted Premium: \$379.13

*Premiums are subject to change. Please run an illustration prior to quoting premiums to your customer.

Requirements

All | Reviewed | Cancelled | **Documents**

Some documents may take several minutes to download.

- [Application](#)
- [Application](#)
- [Application](#)
- [Application](#)
- [APS](#)
- [APS](#)
- [Exam](#)
- [Illustration](#)
- [Illustration](#)
- [Illustration](#)
- [Lab Results](#)
- [Lab Ticket](#)
- [Policy Print](#)

Electronic Policy List

The electronic policy delivery list shows the status of the electronic policy delivery. Click View All to see an expanded list. The expanded list includes information on the electronic policy status, and links to view, approve or release the policy.

Electronic Policy List [View All](#)

Policy Number	Primary Insured	Electronic Policy Status
LU-123456	William Gonzalez	Waiting Customer Acceptance
LU-123456	Patricia Jones Miller	Waiting Customer Acceptance
LU-123456	Robert Huggins	Waiting Customer Acceptance
LU-123456	Anna Smith	Waiting Customer Acceptance
LU-123456	John Thompson	Waiting Customer Acceptance

Showing 1 to 5 of 20 entries

Dashboard | All My Business | Contact Us

Protective. **Electronic Policy List**

Please note that policies will remain on this list for 20 days after the date of completion.
 This list excludes policies that are not ready to be reviewed (with a status of "Application In Process"). To view those policies, click [here](#)

[Clear all Filters](#)

Quick Search:

Policy Number	Primary Insured	EPR or EPD?	View/Approve/Release	Electronic Policy Status
75402201416	Denise Chenier	EPolicy Delivery	View	Waiting Customer Acceptance
75402201420	Richard Cooper	EPolicy Delivery	View	Waiting Customer Acceptance
75402201480	Ryan Ward	EPolicy Delivery	View Signed Policy	EPD Complete
75402201481	Steven Trambon	EPolicy Delivery	View Signed Policy	EPD Complete
75402201486	Colleen Harrah	EPolicy Delivery	View Signed Policy	Waiting Home Office Completion
75402201476	Jessica Summers	EPolicy Delivery	-	Reverted To Paper
75402201483	Shannon Spiceland	EPolicy Delivery	-	Reverted To Paper
75402201485	Paul Phyll	EPolicy Delivery	-	Cancelled

Showing 1 to 8 of 8 entries

[First](#) [Previous](#) [Next](#) [Last](#)

*All information including, but not limited to premiums and risk class, are tentative and could change until the time that all delivery requirements are received and the policy is placed in force.

Pending - Annuity

Pending Annuity Activity

You can view your pending annuity activity from the dashboard. The pending annuity information contains annuities submitted as 1035 exchanges only. Click **View All** to see an expanded list. To check the status on any annuity business submitted, click **Contact Us**. See **Uploading Annuity Documents** below for details.

To see details about a pending annuity application, click on the policy number. The Annuity Details screen will open where you will find detailed information regarding the status and any comments related to the contract.

Annuity Recent Activity [View All](#)

Policy Number	Annuitant	Activity Date
00000000	Freeman, Laura A	01/06/2016
00000000	Freeman, Laura	12/31/2015

Showing 1 to 2 of 2 entries

Protective. [Dashboard](#) | [All My Business](#) | [Contact Us](#)

Annuity List

[Clear all Filters](#) Quick Search:

Financial Advisor / Agent	Distributor	Policy Number	Annuitant	Status	Last Updated
Michael George	Allstate Life Insurance Company	00000000	Jesse Anthony	Proposed	11/21/2018
Joseph Shoop	Allstate Life Insurance Company	00000000	Berry Roger - Margaret	Proposed	11/21/2018
Geoffrey Chastain	Allstate Life Insurance Company	00000000	Helen Harshart	Proposed	11/21/2018
Wendy Clark	Allstate Life Insurance Company	00000000	Keating Tom - David	Proposed	11/21/2018
Steph Struble	Allstate Life Insurance Company	00000000	Shawing John	Proposed	11/21/2018
Christina Lancaster	Allstate Life Insurance Company	00000000		Proposed	11/21/2018
Gene Johnson	Allstate Life Insurance Company	00000000	1013887026, 00000000	Proposed	11/21/2018

Uploading Annuity Documents

Click **Contact Us** at the top of the screen to upload documents on any annuity.

1. Choose Annuity in the reference to field
2. Enter the EZ-AppSM tracking number and/or the customer's name
3. Select Applications as reason for the email
4. Select Yes to attach a document (Browse will open – attach documents)
5. Submit Email

Protective. [Dashboard](#) | [All My Business](#) | [Contact Us](#)

Annuity Details

[Email New Business](#)

Basic Policy Information

Contract Number	00000000
Annuitant	Freeman, Laura A
Financial Advisor / Agent	Michael George
FA/Agent Number	00000000
Distributor	Allstate Life Insurance Company
Status	Proposed

[Wells Fargo Advisors - Home Office](#) [Collapse All](#) [Expand All](#)

Contract No.	Estimated Amount	Application State TX
00000000	\$13,000.00	
Follow Up On	Status	Work Flow
11/26/2018	Pending	F/U Call to Agent
11/25/2018	Completed	Tran Comp Advises NIGO
11/22/2018	Completed	F/U Call to Agent
11/20/2018	Completed	Forms Sent/Int Follow-up
11/18/2018	Completed	F/U Call to Trans Comp
11/08/2018	Completed	F/U Call to Agent
11/06/2018	Completed	F/U Call to Agent
10/31/2018	Completed	Tran Comp Advises NIGO
10/26/2018	Completed	Forms Sent/Int Follow-up

Unknown Company - Unknown Location

Contract No.	Estimated Amount	Application State TX
00000000	\$12,000.00	
Follow Up On	Status	Work Flow

*All information including, but not limited to premiums and risk class, are tentative and could change until the time that all delivery requirements are received and the policy is placed in force.

Protective. [Dashboard](#) | [All My Business](#) | [Contact Us](#)

Contact Us

[By Phone](#)

Life Insurance/VUL Resource Center: 1-800-366-9378
Annuity Resource Center: 1-800-456-6330

[By Email](#)

1 Contact in reference to: Life Insurance Annuity VUL

Agent Name: Agentone, Test
Agent Email: vanessa.love@protective.com
 If box is checked, the address above will get a copy of the email being sent

2 Policy Number: (optional)
Insured: (optional)

Subject Line:
Message:
Please do not include sensitive information such as SSN or Credit Card info.

3 To ensure proper delivery, please select reason for email: Applications Delivery or pending requirements Informal inquiries with medical requirements Basic client information for quick underwriting quote Policy Revisions Other

4 Do you wish to attach documents? Yes No

5 [Send Email](#) [Close](#)

Note: If you call the Annuity Resource Center for a status update you will need to provide the customers name or SS# instead of the EZ-App tracking number.



Pending - Correspondence

Pending Business Email Notifications

You can opt in or out to receive status updates as an application goes through the process. To opt in or out, and to customize the emails you receive, go to the MyProtective dashboard, and navigate to the user preferences section.

Protective. MyProtective

Pending Business Email Notifications

Receive emails with a list of policies that have reached one or more of the individual criteria selected below.

- TeleLife Request for Insurance Received
- TeleLife Interview Not Complete - notify when not completed within 5 days
- TeleLife Interview Complete
- Application Package Received
- Paramedical Exam Ordered
- Paramedical Exam Scheduled (TeleLife only)
- Paramedical Exam Completed
- Paramedical Exam Cancelled
- APS/Medical records Ordered
- Policy Issued
- Policy Placed Inforce

Select/Unselect All

Email Address: Do NOT provide the applicant's email address in this section

If you have questions about the email notification feature, call (800) 333-3418, option #2124

Contact Us

For questions regarding your pending business, click Contact Us in the upper right hand side of the screen. You can either call the Resource Center or submit your question or request via email. If submitting an email, complete the applicable fields and then click Send Email.

Protective. Dashboard | All My Business | Contact Us

Contact Us

By Phone

Life Insurance/VUL Resource Center: 1-800-366-9378
Annuity Resource Center: 1-800-456-6330

By Email

Contact in reference to: Life Insurance Annuity VUL

Agent Name: Agentone, Test
Agent Email: vanessa.love@protective.com

Address above will get a copy of the email being sent

Insured: (optional)
 (optional)

Subject Line:

Message:
Please do not include sensitive information such as SSN or Credit Card Info.

To ensure proper delivery, please select reason for email:

- Applications
- Delivery or pending requirements
- Informal inquiries with medical requirements
- Basic client information for quick underwriting quote
- Policy Revisions
- Other

Do you wish to attach documents? Yes No

Tip: Upload documents from any page using the Contact Us. Documents received are processed within 24 hrs.

Pending – Other Features

Added features of the Pending System:

- Customizable status alerts
- Updates occur every 5-15 minutes
- Greater policy detail on case status
- Policy documents are available for the agent to print
- Snap shots of recent life policies submitted, large cases, and alerts are right on the pending business dashboard
- Electronic signature life applications can be viewed in pending business as soon as the agent submits (prior to customer signing)
- Status of all your submitted annuity 1035 exchange business
- Status information for electronic policy delivery
- Ability to upload documents for pending life and annuity business

For additional support, contact the Internal Wholesaler Desk at: 800-500-7229.