

What to Expect After Dropping a Ticket...

• When IFC Calls the Client

- IFC follows Best-Time-To-Call (“BTTC”) as specified in the ticket on initial call attempts
 - Tickets received prior to mid-day are called within the same business day, if the BTTC has not already passed. If the BTTC has already passed, IFC will callout the following business day
 - If no BTTC is designated, IFC calls based on client time zone
 - Outbound calls are made on two business day intervals
- Based on forecasted call load, call-cadence may be accelerated (ticket arrives after mid-day, calls may be made the same business day based on availability)
 - Call-cadence may be altered if call attempts at the BTTC are unsuccessful. ○ IFC makes a total of 8 call attempts, with a call cadence of every other day
 - Cases will be dispositioned as closed after the 8th attempt
 - Tickets remain in the system, to allow for re-opening if the Client calls back in

• Ticket Status

- Ticket status is posted to insurancefulfillmentcenter.com
 - You will need to enter a ticket number to view a status
 - The ticket ID the year of Client Birth and the last 4 digits of their SSN
 - Example John Smith was born in 1950, and the last 4 digits of their SSN is 5271



- Emailing inquiries to ifc@insurancefulfillmentcenter.com is the preferred and fastest point of contact for general ticket inquiries (BGA only)

• When IFC Contacts BGA

- Wrong or incorrect Client phone number
- After 4th attempt to reach Client
- After 8th attempt to reach Client (Ticket Closed)

• IFC Interview Phone Number: 833-399-6454

- IFC makes outbound call attempts and accepts inbound interview requests during normal business hours (Option 1)
- Business Hours: Weekdays 8am to 8pm Central time, until 7pm Fridays
- BGA’s only (no agents) may contact the IFC in extenuating circumstances, keeping in mind that phone lines are primarily for client interviews (BGA’s select Option 2)

• Prudential Tickets: Exam and APS Orders

- IFC orders exam if Client is over age 60 or over \$3,000,000 face amount, otherwise Prudential will order if needed
- Prudential orders Attending Physician’s Statements (“APS”) if needed

After a ticket becomes a formal application (after the interview and signing), the Carrier's new business, underwriting and policy issue processes will control and may differ among carriers. If you have questions about a ticket that becomes a formal application, follow Carrier guidelines. If you are unsure of a Carrier new business or underwriting process, please verify with the Carrier.

