

## **Information Guide**

## How to use Online Applications for MLC Insurance



#### Important information

This booklet is published by MLC Limited (ABN 90 000 000 402) (AFSL 230694), who have their registered office at 105-153 Miller Street, North Sydney NSW 2060. MLC Limited is a registered member of the National Australia Group of companies.

The information is effective as at 7 October 2008. It is solely for the use of authorised financial advisers and is not intended for distribution to clients.

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### MLC provides this information guide to explain how to use Online Applications for MLC Insurance to make it easier to do business

### Introduction to MLC Online Applications

MLC Online Applications is a web-based service that allows you to submit applications via the secure Adviser site of **mlc.com.au**. Once submitted, the application is then set-up in MLC's systems.

MLC Online Applications has been operating since May 2007 and applies to:

- MLC MasterKey Investment Service
- MLC MasterKey Investment Service Fundamentals
- MLC MasterKey Super
- MLC MasterKey Super Fundamentals
- MLC MasterKey Pension
- MLC MasterKey Pension Fundamentals

In October 2008, MLC Online Applications were introduced to the following MLC Insurance products:

- MLC Life Cover Super
- MLC Personal Protection
  Portfolio

MLC MasterKey Investment and MLC MasterKey Super online applications have the added benefit of Straight Through Processing (STP), which automates the set-up of applications that have been submitted online.

The STP facility is not yet available for MLC Insurance and MLC MasterKey Pension products.

### Benefits of using online applications

Online applications provide you and your clients with benefits including:

- Availability you can lodge an online application 24 hours a day, 7 days a week
- Time saving you are prompted for the information that is required, so you only enter what is needed in order to complete the application
- Accuracy because you type into the online application, there is no possibility of handwriting being misread
- Completeness the validation process ensures that all required fields are completed prior to the application being submitted
- Secure delivery the secure website removes the worry of paper applications being lost or opened before arriving at MLC
- Faster turnaround the online application reaches MLC much faster than a paper application that is reliant on the postal system
- Application tracking online delivery to MLC ensures quicker visibility in My Work Tracker, where you can view and track your application's progress

### How to complete an MLC Life Cover Super or Personal Protection Portfolio online application

Before commencing an MLC Life Cover Super (LCS) or Personal Protection Portfolio (PPP) online application, you need to conduct a needs analysis, complete a Statement of Authority and then provide your client with a quote via Adviser Switchboard.

If your client wishes to proceed with the quote, rather than completing a paper form and attaching the quote to it, you can now use the MLC Online Applications facility to send all the required information online to MLC.

Once the information has been received by MLC, the policy is processed.



### Using the Application Menu

Online applications for LCS and PPP policies are built around an Application Menu that consists of five distinct 'steps'.

Steps 1 – 4 guide you through completing the application, while Step 5 allows you to validate, review, finalise and submit the completed application.

You will note as you follow the steps that the online application progresses you through what you need to complete and moves easily from one screen to the next.

As you finish each step you are prompted to return to the Application Menu to progress to the next step.

You must complete all the steps in order to submit the application.

To access MLC Online Applications, logon to the secure Adviser site on mlc.com.au and select My clients>Online applications.

### Step 1 Person Details



### How to complete an MLC Life Cover Super or Personal Protection Portfolio online application

### Step 2 Policy Details



### Step 3 Match Policy with Life to be Insured and Benefits

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### How to complete an MLC Life Cover Super or Personal Protection Portfolio online application

## Step 4 Additional application information

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### Step 5 Review and Finalise

To complete the online	
application process:	

- Validate the application
- Review the application with the client
- Finalise the application
  - Generate the declaration
  - Obtain client signature(s)
  - Scan and attach the signed declaration
- Submit the application

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# Completing an online application

Here are a few important points to remember as you progress through the online application process.

### Complete each page

Depending on the options chosen, different 'pages' will be displayed at the top of the screen. This ensures that you only complete the information that is required.

The choices that you make on each page will determine the fields and forms that are made available to you on subsequent pages.

You can select the **Save as Draft** button at any point in the online application process, to save your application and return to it later.

The **Save As Draft** option allows you to print the draft application, resume it or return to the MLC Online Applications home page, where your draft application will be listed. A reference number is provided on this screen to help you track your application on the home page.



MLC Online Applications is a secure site and will log you out after 20 minutes. To safeguard you from this, if you have not saved for 15 minutes, the system will prompt you with a message to **Save As Draft.** 

### Validate each page

As you complete each page of the application, you can validate what has been entered by clicking the **Validate Page** button.

If anything you have entered or selected requires review, or any mandatory fields have not been completed, the system prompts you with either an Error message or a Warning message.

Error messages must be actioned in order to submit the application. Warning messages, unlike Error messages, do not need to be corrected before the application can be submitted, but we ask you to check the information's accuracy before proceeding.



## Completing an online application

### Attach required paperwork

Paperwork can be attached throughout the online application process, by clicking on the **Attach** buttons where prompted.

We recommend that any paperwork that has a signature on it is scanned and saved as a .tif file type before being attached to the application.

You can also submit paperwork via email, fax or post, however we recommend attaching your paperwork to the online application as it is the quickest way of submitting it to MLC.

The Adviser Switchboard premium quote **must** be attached to the online application. Without this, you will be unable to finalise the application.

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### Submit the application

After you have completed each page, validated each page and attached the required paperwork, you must then validate, review, finalise and submit the online application.



## Completing an online application

## Checking the status of an online application

You can check the status of an online application on the MLC Online Applications home page.

Applications are displayed in one of four sections:

### 1. Draft applications

Applications that you selected to **Save As Draft** are listed here. You can identify them via their **Reference** number.

You can choose to **Resume**, **Print** or **Delete** any of the applications listed.

#### 2. Finalised applications

Once you have chosen to **Accept and Finalise** an application, it will move from the Draft applications section into the Finalised applications section.

Remember that you cannot edit an application once it has been finalised.

From here you can select the **Checklist** button to view the Financial Adviser Checklist.

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#### 3. Submitted applications

Once you have selected to **Submit** an application, it moves from the Finalised applications section into the Submitted applications section.

From here you can select the **Review** button to display the confirmation page and print out the application, the declaration or a coversheet (for any paperwork requiring submission).

Once the application has been set-up in MLC's systems you can view and track it's progress via My Work Tracker.

#### 4. Completed applications

The completed applications section does not apply to LCS and PPP applications.

#### Completed application

No completed applications currently exist

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## Completing an online application

### Sending paperwork for an online application

After an application has been submitted, all subsequent paperwork or cheques that are sent to MLC must be accompanied by a coversheet.

Congratulations

Your reference number is G404070003032045

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Print blank application declaration now

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**Print coversheet now** 

PM

This makes it easier for MLC to match the paperwork with the submitted application.

When you submit an application online, the coversheet becomes available on the confirmation page.

Coversheets are also available for all submitted applications via the **Review** button on the MLC Online Applications home page.

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The coversheet and accompanying paperwork or cheque must then be sent to MLC via email, mail or fax.

	Mail	PO Box 200 North Sydney NSW 2059
_	Fax	1800 550 081
-	Email	insurance_mlc@mlc.com.au
	(Scan and save as a .tif file type)	

If you choose to email paperwork to MLC, do not copy anyone in on the email, as it will not work or come through to MLC.

### The importance of quality control

Quality control is an important part of the online application process, as it provides an opportunity for any issues to be addressed before the application is submitted for processing.

It is the responsibility of each office to set-up their own quality control policy, however here are a few ideas that you may wish to consider:

- Save all your applications as 'Draft' and introduce a double-checking 'buddy' system so that all applications are reviewed by at least one other person.
- Before finalising, use the **Review** page of the online application to perform a final review. You can either perform the review online, or select the **Print** button to print out a copy.
- Only submit an application once the client has signed the Application Form Declaration.

- Ensure that you print out and file the application form for your records.
- Use coversheets for any accompanying paperwork or cheques.
- DO NOT send the LCS or PPP application form to MLC, as you have already submitted it online and this will only cause confusion.
- **DO** send the signed Application Form Declaration to MLC. This must be received before the policy can be completed.

We recommend that any paperwork that has a signature on it is scanned and saved as a .tif file type before being attached to the application.

### What to do if you've made a mistake

Once an application has been finalised, you can print out an Application Form Declaration. Any amendments required can be noted in the amendments section of the form and then sent to MLC.

If you have a quality control policy, any errors should be picked up in the 'Draft' version of the application, allowing you the opportunity to amend them before finalising and submitting the application.

### FAQs

- 1. Can I still submit paper applications? Yes, but we recommend that you lodge all applications online - it is quick and offers benefits over paper applications.
- 2. How do I capture a client's signature on an online application? A client's signature is a mandatory requirement and is captured on the Application Form Declaration, which is available to print out once the application has been finalised. The signed form can then be scanned and attached to the online application. Alternatively, you can email, mail or fax the signed form to MLC. We recommend you maintain a copy of the signed form in your records for a minimum of 10 years.

#### 3. Can I use online applications to make changes to an existing policy?

MLC Online Applications is used for establishing new policies. For increases and/ or additions to existing policies, please use the application form contained within the relevant Product Disclosure Statement.

#### 4. Can I edit or change details once the online application has been finalised?

Any changes to a finalised application will need to be noted in the amendments section of the Application Form Declaration and signed by the appropriate Policy Owner(s) and/or Life to be Insured(s). This must then be sent to MLC. 5. How long do applications stay on the online system? Draft applications will stay on the system until you choose to either finalise or delete them. Finalised applications will stay on the system for 90 days, so if you need to submit them, you must do so within 90 days of their finalised date. Submitted applications will stay on the system for 20 days, after which they will be automatically removed.

#### 6. What happens if I don't remember to Save As Draft?

Online applications is a secure site and will log you out after 20 minutes. To safeguard you from this, if you have not saved for 15 minutes, the system will prompt you with a message to **Save As Draft.** 

- 7. How can I track the progress of an application? You can track the progress of an online application through My Work Tracker once it has been set-up in MLC's systems.
- 8. My application has been submitted, but I can't see it in the **Completed applications** section on my MLC **Online Applications** home page? LCS/PPP applications, once submitted, can be viewed in the Submitted applications section on the MLC Online Applications home page. The Completed applications section is not used by LCS/PPP applications.
- 9. Can I reprint a final application, declaration or coversheet after submission? Yes, go to the MLC Online Applications home page, and view the Submitted applications section. Click the **Review** button for the application required.

10.How many Policies and Life to be Insureds can the application hold? The online application is able to hold a maximum of 4 policies. Under an LCS policy you have only 1 Life to be Insured. Under a PPP policy you can have a maximum of 6 Life to be Insureds. 11.What payment methods are available for LCS/PPP online applications? Payment methods are the same as those available for paper applications: Direct Debit, Credit Card, Cheque and MLC MasterKey Superannuation (LCS only).

### 12.Can I complete a medical questionnaire online?

You will be prompted to complete medical questionnaires based on your answers to the medical questions

### Top 10 points to remember when using online applications

- 1. The client is required to complete and sign all declarations and authorisations before the online application is submitted. This is a mandatory requirement stated in the Financial Adviser Checklist.
- 2. We recommend that you thoroughly review the application details with the client, prior to finalising the application.
- 3. It is mandatory to attach the Adviser Switchboard premium quote in order to finalise the application.

- 4. If you wish to make an amendment or addition to a policy that is in the Finalised applications section of the MLC Online Applications home page you must use the Application Form Declaration to do so.
- 5. Error messages must be actioned before the application can be submitted.
- 6. We recommend you save the application as a 'Draft' and have another person review it before submitting.
- 7. Paperwork or cheques that are sent to MLC must be accompanied by a coversheet.

- 8. You have to Save as Draft before being able to print or attach files to an online application.
- 9. The Step 3 'Match' option is locked until at least one person and one policy exist.
- Validate each page as you complete it – this enables you to correct errors on-the-spot rather than at the end of the process.



#### Where to go for help

If you have any queries regarding MLC Online Applications, please contact your MLC Representative.

How to contact us

For more information contact MLC Telephone: **133 652** (inside Australia) Website: **mlc.com.au** 

Postal address: PO Box 200 North Sydney NSW 2059

Address: MLC Building 105-153 Miller St North Sydney NSW 2060