Aetna Senior Supplemental Insurance

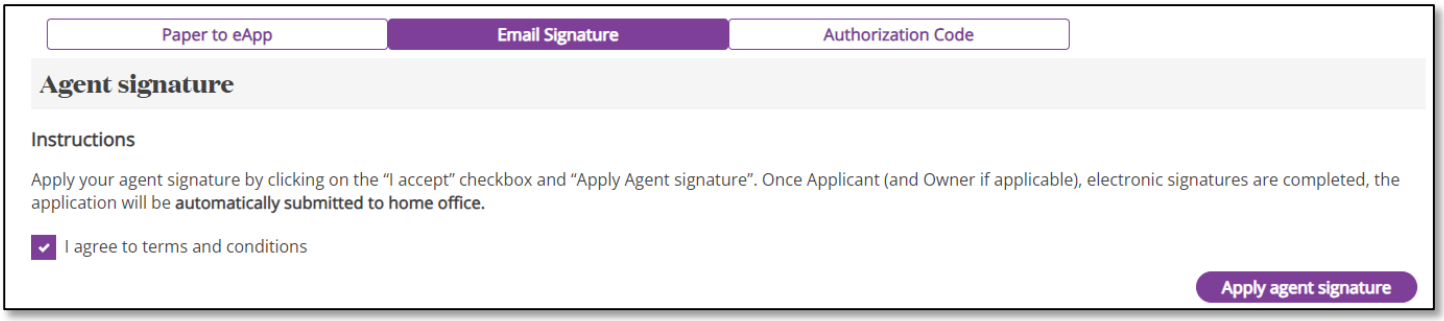
Email Signature for Aetna Quote & Enroll Tool

Email signature Process Overview

1. Apply agent signature within the Aetna Quote & Enroll Tool
2. Enter the applicant's email address and click "send to applicant(s) for signature"
3. Applicant will receive an email to review and sign the application
4. Application will be automatically submitted. No further action is needed from the agent or applicant.

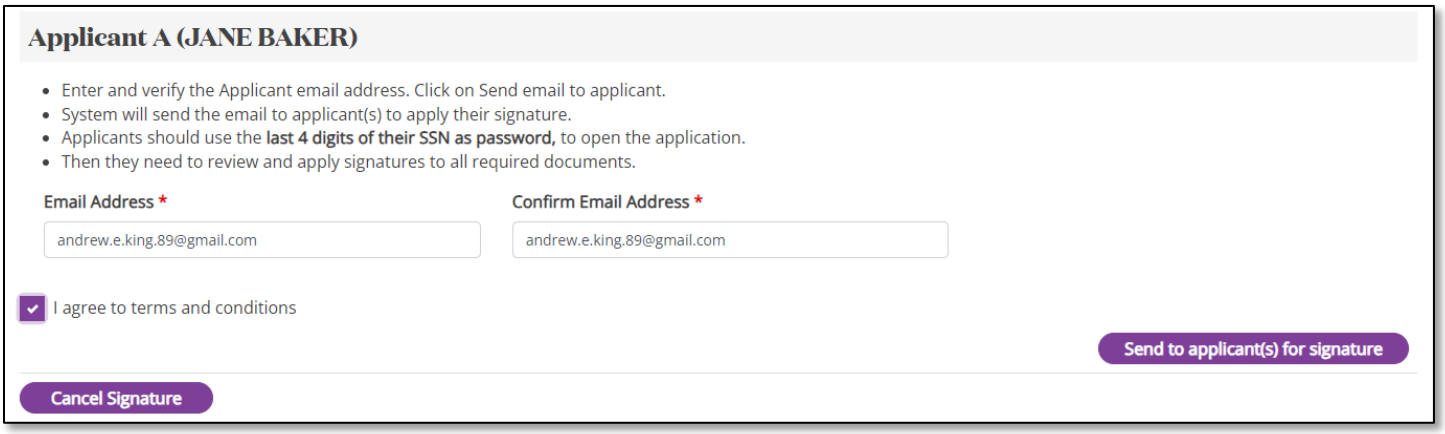
Step 1: Apply Agent Signature within the Aetna Quote & Enroll Tool

- Start the signature process by selecting 'Email Signature'
- Read instructions and agree to terms and conditions
- Click the 'Apply agent signature' button
- You will receive a message that states, 'Signature process success.'
    - This message indicates that the **agent's** signature has been applied



Step 2: Send Application to Applicant

- Enter the applicant's email and confirm the email address
- Read instructions and agree to terms and conditions
- Click the 'Send to applicant(s) for signature' button
- You will receive a message that states, 'Signature process success.'
    - In the case of multiple applicants/owners, you'll need to enter the email addresses of all parties, then click 'Send to applicant(s) for signature'



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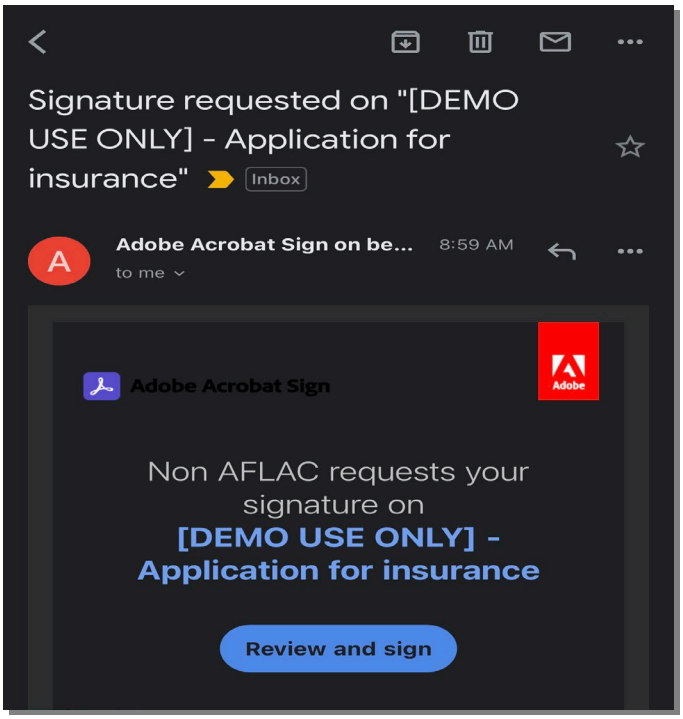
Step 3: Applicant will Receive an Email to Review and E-sign

- Your client will receive an email from Adobe, our e-signature partner, *adobesign@adobesign.com.* The subject will say 'Signature Requested on – Application for insurance' (see below)



- Applicant will click on 'Review and Sign'
- The applicant will be prompted to enter a password (the last four digits of their SSN)
- Applicant can review and sign the application PDF
- Once the signature has been completed, applicant(s) will receive another email from *adobesign@adobesign.com,* with the subject 'Completed – Application for insurance' (Applicant will have the option to download the application at this time)
- Receiving this email indicates that the signature process is complete, and the application has been sent to Aetna

Step 4: Application is automatically routed to Aetna

- When the applicant(s) completes the signature process, the application will automatically be submitted to the home office.
- **NOTE**: In the case of multiple applicants, applicant A will receive the email first. Once signature is completed by applicant A; applicant B will receive an email. When both applicants have completed the signature process the application will be submitted to the home office.
- No further action is needed from the agent or applicant

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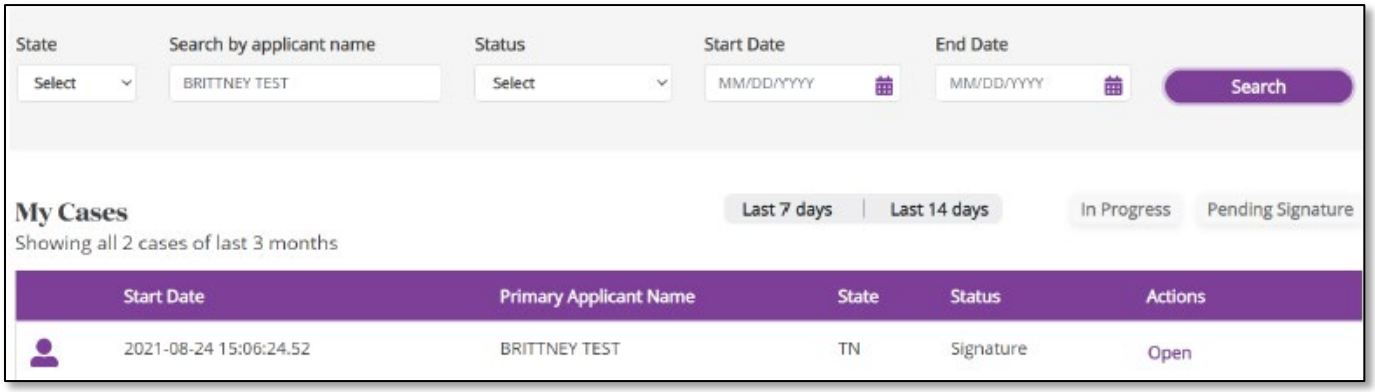
Frequently Asked Questions:

How do I know that my client's received the application?

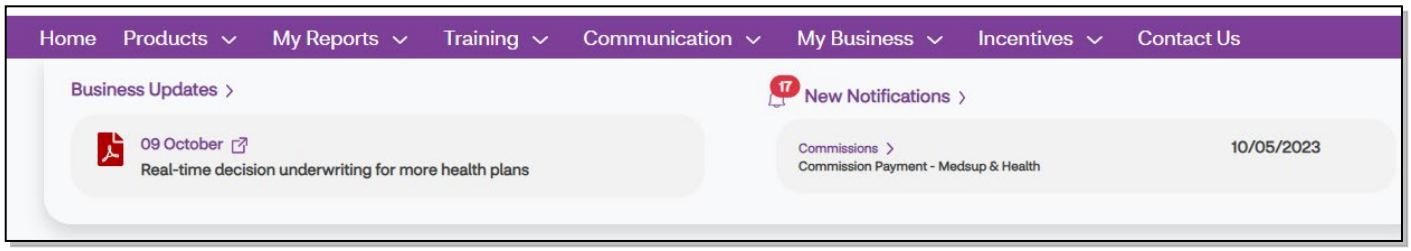
- In the Aetna Quote & Enroll tool, go to 'My Cases.' You can see your application in 'Signature' status. This indicates that we sent the application to your client. Note that sometimes there may be a delay in your client receiving the email.



How do I know if Aetna received my client's application?

There are multiple ways you can see the status of your client's application.

1. **'My Cases' on the Aetna Quote and Enroll Tool**
    a. Go to 'My Cases'; click on 'Open' and you can see the submission status and the policy number.
    b. If the application qualifies for Real-Time Decision, you will see the decision there
2. **New Notifications**
    a. Sign up for notifications on **aetnaseniorproducts.com**, under the 'New Notifications' page.
    b. Once we receive your client's application, you will get a notification instantly



3. **Enrollment Tracker**
    a. Login to the aetnaseniorprodiucts.com. You can check the policy number listed in the 'Enrollment Tracker section of the ASP website.

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Will I be able to resent the application to my client? (ex. If my client cannot find the first email)

- If the applicant has not completed the signature and sent it to the home office, you can cancel an email signature in Aetna Quote and Enroll. You would need to sign the application again and then send it to applicant again.

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