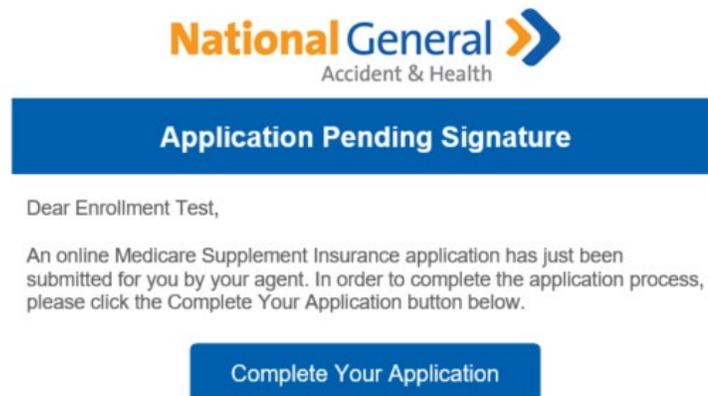


## Completing the E-Sig (client perspective)

Completing an Electronic Signature via Email is easier than you'd think. However, trying to navigate your client through a process you have never seen before can be even trickier. Please refer to the below for a step-by-step guide to walking your client through our New, E-Signature process.

- 1.) Locate email sent from "National General Accident & Health ([noreply@NGIC.com](mailto:noreply@NGIC.com))
  - a. Client may need to look in Spam/Junk folder



- 2.) Once email has been located, have applicant click on, "Complete Your Application"
- 3.) This will open a new window prompting them to confirm their name and signature that will be used to complete their app.
  - a. Just have them click on "Continue" to proceed
    - i. **Please note – CA requires the applicant to electronically sign on the screen of their device (whether they use their mouse, touch-pad or finger)**

### Your Signature

Please enter/verify your name and initials below.

Full Name

Initials

Signature Preview

Initials Preview

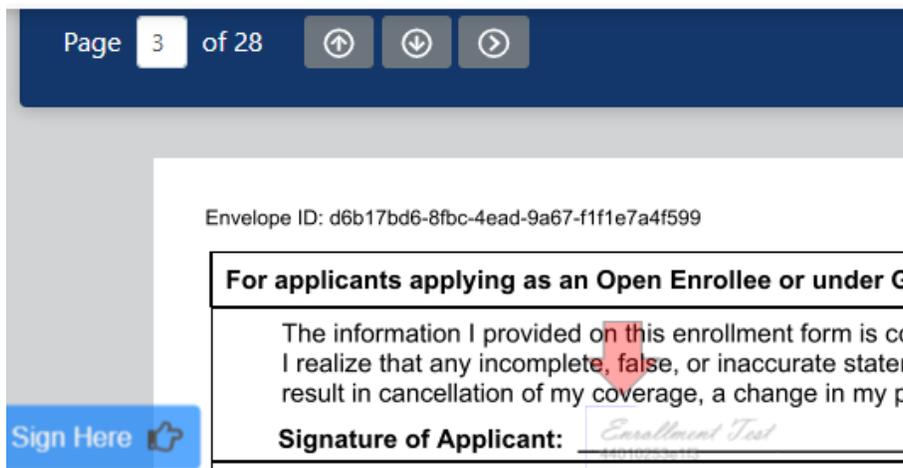
By selecting Continue, I agree that the signature and initials will be my electronic representation of my written signature and initials and will have the same legal effect as my written signature and initials. I agree to be bound by any and all agreements in which this electronic signature is displayed.

**Continue**

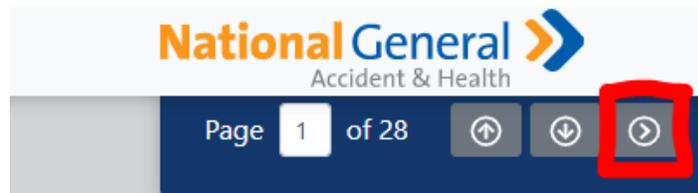
4.) Once the application loads, have client click on the button at the top of the page that resembles an “Arrow pointing to the Right”. This will bring them to each section that requires them to insert their signature or fill in City and State



5.) Once client arrives at first signature section, all they have to do is click, “Sign Here”. This will insert their signature into the necessary field.



6.) Click “Right Arrow” again to progress to the next signature field



- 7.) The next section is a two-part process; 1) click in the highlighted area of the red box next to “Signed at (city and state)” to activate the box. Type the City and State they are signing from. Then, 2) click on “Sign Here” above this area to insert their signature
- a. After completing this section, click on the “Right Arrow” at the top to proceed to next signature area

This screenshot shows a form section with a warning message: "Caution: If your answers on this application are incorrect, your coverage may be affected. Any person who knowingly presents a false or fraudulent statement in an application for insurance coverage may be subject to criminal penalties, including fines and confinement in prison." Below the warning, there are two fields: "Applicant's Signature:" and "Signed at (City and State):". The signature field contains a sample signature "Enrollment Test" and the ID "44010253e1f3". The "Signed at" field is highlighted with a red box. To the left of the signature field, there are two blue buttons: "Sign Here" and "Required", both with a plus icon. A red arrow points from the warning message down to the signature field.

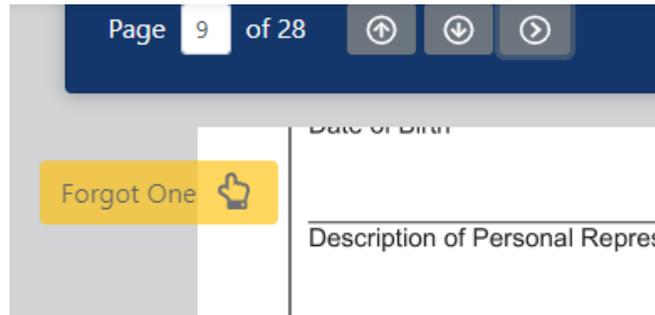
- 8.) E-Sig Authorization section – client inserts signature by selecting, “Sign Here”

This screenshot shows the "Signature of Primary Insured" section. It features a blue button labeled "Sign Here" with a plus icon. To the right of the button, there is a sample signature "Enrollment Test" and the ID "44010253e1f3". A red arrow points from the "Sign Here" button to the signature field.

- 9.) The applicant will need to continue through until all required signatures have been collected. Once completed, they'll click on, “Finish Signing” in the Top-Right OR Bottom-Left of the screen

This screenshot shows the bottom of the form. At the top, it says "Page 8 of 28". Below this, there is a green button labeled "Finish Signing" which is highlighted with a red box. The background shows a blurred view of the form content, including a signature field with "Enrollment Test" and a warning message about the consequences of not signing.

10.) If the applicant misses a required field, the system will notify them



The screenshot shows a form interface. At the top, a dark blue header bar contains the text "Page 9 of 28" and three navigation icons: a left arrow, a down arrow, and a right arrow. Below the header, a yellow notification box with a hand icon and the text "Forgot One" is overlaid on the form. The form itself has a white background and contains the following fields: "Date of Birth" (with a text input field), "Description of Personal Repres" (with a text input field), and a "Forgot One" button with a hand icon.

11.) Once they have clicked on "Finish Sign", the next page loads and they're all done.

## All done.

Your application has been signed.

12.) The agent can log into their portal, click, "Applications" and obtain status updates, policy # or updated Status within this section.

13.) If the Agent has any questions on the app or needs to submit any supporting documentation, please refer to the below contacts to aid in these areas

## **Contacts:**

- **New Business - Paper Applications:**
  - National General Accident & Health
    - PO Box 95464
    - Cleveland, OH 44101
  - Overnight / FedEx Address:
    - National General Accident & Health
    - Attn: NGIC Lockbox Operations
    - 800 Superior Ave East – 3<sup>rd</sup> Floor
    - Cleveland, OH 44114
  - Email (scanned applications): [NPSMedicareSuppApps@NGIC.com](mailto:NPSMedicareSuppApps@NGIC.com)
  - Phone: 888-966-2345
    - Hours of Operation: 7:00 AM to 4:00 PM CST
  
- **Underwriting/Home Office:**
  - Email: [uwmedsupp@ngic.com](mailto:uwmedsupp@ngic.com)
  - Phone: 888-966-2345
  - Fax: 888-344-3232
    - Hours of Operation: 7:00 AM to 4:00 PM CST
  
- **Policy Admin (Policies issued on or After 1/1/2021):**
  - National General Accident & Health
    - PO Box 1070
    - Winston-Salem, NC 27102-1070
  - Email: [MemberServices@ngic.com](mailto:MemberServices@ngic.com)
  - Phone: 888-966-2345
  - Fax: 888-344-3232
    - Hours of Operation: 8:00 AM to 7:00 PM CST
  
- **Policy Admin (Policies issued before 1/1/2021):**
  - National General
    - PO Box 17110
    - Winston-Salem, NC 27116
  - Email: [NatGenHealth@actmanre.com](mailto:NatGenHealth@actmanre.com)
  - Phone: 833-976-2628
  - Fax: 366-759-3141
    - Hours of Operation: 7:00 AM to 5:00 PM CST
  
- **Agency Services / Contracting:**
  - Email: [SeniorProductSales@NGIC.com](mailto:SeniorProductSales@NGIC.com)
  - Phone: 833-408-5392
    - Hours of Operation: 8:00 AM to 4:00 PM CST