

Service

New Electronic Interview (eInterview) Process

Prudential is pleased to announce eInterview, our new electronic interview questionnaire for life insurance applicants. eInterview will be introduced on **June 10, 2019** in a phased approach on cases submitted on the **Xpress Worksheet** (Quick Form) via iPipeline/iGO, Paperless Solutions Group, and our **Paper Xpress Worksheet** (Quick Form) accessed through PruXpress. Initially, eInterview will be available for cases in all states except NH, NY, and OR due to pending state approvals.

eInterview Benefits

- **Available:** Once the application is submitted in Prudential systems, the applicant receives a link to the online interview questionnaire via email.
- **Convenient:** Applicants can complete the secure online questionnaire on their own time, 24/7. Plus, they can start the process, save their responses, and come back later to finish.
- **Efficient:** Choosing e-Interview over the traditional tele-interview means there's no need to preschedule calls and eliminates the potential for multiple calls.
- **Fast:** It typically takes an applicant 20 minutes to complete the eInterview. However, some applicants may need more or less time, depending on their health history and responses.
- **Easy:** eInterview is intuitive and offers an enhanced client experience. It is easy to navigate with plenty of onscreen instructions and assistance guiding applicants along the way.

Eligibility

Initially, the eInterview process should **NOT** be requested for the following:

- Juvenile applications
- Additional files (multiple cases being submitted on the same insured)
- Cases where the applicant has been issued a Prudential/Pruco policy within the past 3 months and wishes to use those underwriting requirements
- Underwritten placed changes (post issue changes/rating reductions)

You can select the client's interview preference (eInterview or tele-Interview) at the time of application submission. To prevent delays, please be sure to not select eInterview on non-qualifying cases.

PruXpress

PruXpress will now include status updates for both the eInterview and tele-interview as shown in the example below.

Requirement	Requested	Received	Satisfied	Status	Required of	Insured
Motor Vehicle Report	04-02-2019			Ordered	Home Office	Primary
Rx Check	04-03-2019	02-03-2019		Ordered	Home Office	Primary
Remittance	04-02-2019			Outstanding	Agent	Primary
XID - Express Identification	04-03-2019	04-03-2019		Received / Under Review	Home Office	Primary
MIB Authorization	04-02-2019	04-02-2019	04-02-2019	Satisfied	Agent	Primary
Agent Report	04-02-2019	04-02-2019	04-02-2019	Satisfied	Agent	Primary
Limited Insurance Agreement	04-02-2019	04-02-2019	04-02-2019	Satisfied	Agent	Primary
Additional Data Items required for Issue	04-02-2019	04-03-2019	04-03-2019	Satisfied	Agent	Primary
Electronic Client Interview	04-10-2019	04-03-2019	04-10-2019	Satisfied	Home Office	Primary



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Once the case has been received by the Home Office and submitted into our system, the client will receive an automated email from **prudential.ecommunications@prudential.com** informing them that the eInterview is ready for completion.

Dear JOHN,

Thank you for considering Prudential for your life insurance needs. The next step in the process involves gathering additional information from you.

The button below will launch a secure website where you will be asked to verify some of the information your financial professional provided. You will then be asked questions about your employment and occupation, hobbies, family history, and health. The answers you provide will be used to determine your eligibility and, if a policy is issued, your premium rates. They will appear on your application which will be made part of your policy, so it's important all questions are answered truthfully. Your policy may be cancelled or rescinded, leading to the denial of insurance benefits, if you provide untruthful answers.

The eInterview takes approximately 20 minutes, but it could take longer depending on your responses. You can stop at any time and continue later by clicking the button below, so please save this email.

You must be in the United States to complete your eInterview. If you're not in the United States, please wait until you return to complete it.

Please have the following information available before you begin:

- Social Security Number
- Driver's license number, issuing state and expiration date
- Income and net worth
- Occupation and employer's name, address, and phone number
- Information about any existing life insurance including amount, the name of the company that issued the policy, and if you will be replacing any coverage
- Name and address of your personal physician and any other health care professionals you have seen
- Medical history including diagnosis dates, medications, treatments, surgeries, and hospitalizations
- Driving history including moving violations, DUI, and suspensions
- Drug use and alcohol treatment
- Plans to live in or travel to a foreign country including name, accommodations, and timeframe
- Information about high risk hobbies such as aviation, SCUBA diving, and motor vehicle racing

Click here to begin:

[Start my eInterview](#)

Before applicants can complete their eInterview, they will first be asked to authenticate themselves by providing the last 4 digits of their social security number, date of birth, and resident address zip code. This process must be completed within the United States.

Reminder emails will be sent to the applicant 5 and 10 days after application submission if they have not yet completed the eInterview.

If you experience technical issues at any time, please contact your dedicated New Business Case Management team for assistance.

Life insurance is issued by The Prudential Insurance Company of America, Newark, NJ, and its affiliates.

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