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Service Delays

Submitted by Josh on June 10, 2014 - 5:04pm

Insurance Inforce Illustration and Policy Change service delays...



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The Insurance Inforce Illustrations and Policy Change areas are currently experiencing a sudden and exceptionally high volume of policy change requests which has impacted the typical processing turnaround time.

What they're doing to fix the situation

Both the Inforce Illustrations and Policy Change teams are working overtime, including weekends, to correct the service gap as quickly as possible. The teams are also cross-training existing staff and training new employees to manage the demand and return to the standard of service that they are accustomed to providing.

How you can help

For **Inforce Illustrations** that cannot be completed through e-quote (InnoVision, Security UL and UL100), please allow at least **2 weeks** for our Inforce Illustrations team to process your request. Providing comprehensive information in the additional details section of the form will increase the accuracy of the illustration. This helps to avoid having to rerun illustrations, resulting in better turnaround times.

Commissionable **inforce policy changes**, such as term conversions and added coverage, as well as quotes are still given priority. To avoid further unnecessary delays, please ensure your paperwork is in-good-order (IGO) and includes all necessary signatures. Obtaining proper corporate signing, collateral, irrevocable beneficiary and joint owner signatures (when applicable of course) are common omissions that delay processing. Your application should be reviewed by your back office (if applicable), which will help reduce any errors.

To check the status of your inforce policy change, please contact your back office MGA, who will work with their case coordinator on your behalf.

Your patience is appreciated as they work swiftly to resolve these issues.



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