



## Frequently Asked Questions

### 1. What is the difference between Drop Ticket and LifeTicket?

Drop Ticket and LifeTicket refer to the same process. Drop Ticket is iPipeline's generic name for the ticket process. Transamerica branded our version of drop ticket as LifeTicket.

### 2. What Products are currently supported on LifeTicket?

Trendsetter Super and Trendsetter LB

### 3. Can you process a LifeTicket in all states?

The LifeTicket system is currently available for all states, with the exception of FL, KS, NY, OK, PA, RI, WA, and WY. These states are currently excluded due to state-specific Replacement forms or Disclosure requirements.

### 4. How do I initiate a new LifeTicket?

You must log into iPipeLine's Quote engine, enter and process a quote, the Drop Ticket button will appear next to those available products. Click on the Drop Ticket button to initiate a LifeTicket.

### 5. Why do the Insured and Owner have to be the same person in order to submit a LifeTicket?

The signatures are collected for the application and related forms on paper during the exam. If the Insured and the Owner are not the same individual, the Owner signature might not be attainable at the time of exam.

This requirement will be reviewed as signature options for LifeTicket are expanded.

### 6. Where can I find an overview of the LifeTicket process, and an outline of next steps following my LifeTicket submission?

Guides outlining the process and next steps can be found on the last screen of the LifeTicket (Summary Report Page).

We recommend that the Producer send a copy of the Client Step-by-Step Guide to the Client after the LifeTicket is submitted.



**7. Are leave behind forms required, and where can I find them?**

Yes, leave behind forms are required in this process. And instructions on how to access the forms along with a link to access the Forms portal can be found on the last screen of the LifeTicket (Summary Report page). The Forms portal can also be accessed on TransACT and ANI.

**8. How is the agent's license and appointment confirmed for cases submitted using eApp or drop ticket?**

Today, we do not require the Producer ID or the License Number, however, it is highly recommend that this information be entered to avoid delays in processing and status and helps prevent errors.

**9. Who will the fulfillment vendor be?**

Exam One is our fulfillment vendor.

**10. How are the parameds scheduled during the drop ticket process?**

Exam One will order the parameds at the end of the interview process.

**11. How will signatures be obtained?**

The Examiner will take all required forms to the client during the exam and obtain signatures.

**12. How do I obtain a status on a LifeTicket?**

The Agent Step-by-Step guide provides instructions to obtain a status on a LifeTicket prior to the paramedical exam and application being completed by Exam One. A link to the guide can be found on the last screen of the LifeTicket (Summary Report Page).

Should you have any questions, please contact Exam One at 1-800-700-6767 or via email at [ExamOneTransamerica@examone.com](mailto:ExamOneTransamerica@examone.com)

After the application and exam are completed and submitted to Transamerica; use your normal business process to check the pending new business status.



**13. How do I receive assistance if I encounter a technical problem completing or submitting a LifeTicket?**

Live Chat functionality is available within the LifeTicket application, via the “Help” option, during normal business hours – 8am to 7pm Eastern Standard Time.

Additional options for contacting iPipeline are

- Call the iPipeline Customer Service number at 800-641-6557 during normal business hours - 8am to 7pm Eastern Standard Time.
- Email the Support Center at [Support@iPipeline.com](mailto:Support@iPipeline.com)

**14. What payment options are available using the LifeTicket process?**

For Quarterly, Semi-Annual, and Annual payment modes, Direct Bill or PAC payment options are available.

For the Monthly payment mode, PAC is the only payment option available.

**15. How do I receive a copy of the client’s signed HIPAA release form if I need to order an APS?**

A copy of this signed form can be accessed by logging into the Exam One member paramed site, using the Tracer Number listed on the Exam One Status Emails. Instructions to access the Exam One site can be found on the Agent Step-by-Step Guide.

**16. Do you plan to continue promoting/maintain your full eApp in addition to the drop ticket that has been developed?**

Yes, we will offer both the full eApp and the Drop Ticket.