

- 1. Check Authority to proceed is signed
- 2. Complete Pre Assessment
- 3. Print forms for client signature
- 4. Follow up client to sign forms
- 5. Complete application online or submit forms to provder
- 6. Client to complete any medicals as per insurers instruction(If Required)
- 7. Follow up client if medicals are completed
- 8. Follow up provider for confirmation of receipt of application and any potential loading and exclusions
- 9. Sign off on loadings and exclusions (If Required)
- 10. Ensure signed documents are saved in Xplan
- 11. Email Insurance confirmation to Client once account is opened
- 12. Cancel/Alter Pre-existing policies once new policies are inforce ▲
- 13. Update Xplan record (e.g. Review management etc.)