

# GTL E-APP **USER GUIDE**





**Offline Windows 10 App available!** Search "GTL e-App" in the Microsoft App Store.

## STEP-BY-STEP **USER GUIDE**

#### Welcome to Guarantee Trust Life's e-App!

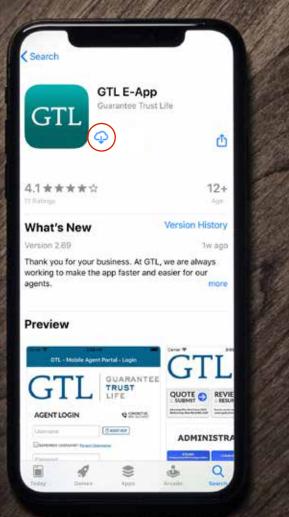
It's always our goal to help develop new and innovative ways for you, our valued agent, to conduct business with us.

This state-of-the-art tool is designed to give you an easy platform to quote and submit business electronically to GTL from your customer's kitchen table using any type of device - Apple or Android, Windows 10 laptop, tablet or smart phone without having to be connected to the internet. It is also the same application that you can use from your desktop computer by logging into GTL's website. The e-App calculates rates for you, captures signatures, displays state specific forms, and much more! It's easier and faster to complete than a paper application!

Our e-App has all our top products including Advantage Plus<sup>®</sup> and Indemnity Plus<sup>®</sup> Hospital Indemnity Insurance, Medicare Supplement Insurance, Precision Care<sup>™</sup> Cancer Insurance, Cancer, Heart Attack and Stroke Insurance, iGAP<sup>®</sup> Guaranteed Issue Accident Insurance, and Short-Term Home Health Care Insurance. Please feel free to contact Sales Support at any time at **1-800-323-6907** or **agency@gtlic.com** with any questions on the e-App.

# HOW TO DOWNLOAD The GTL E-APP

## HOW TO DOWNLOAD THE GTL E-APP



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#### #1

Open up the **App Store** on your Apple device or **Google Play** on your Android device.

#### **#2**

Type in **GTL e-App** in the search bar.

**#3** Select the **teal GTL e-App icon** 

**#4** Tap the **Download Icon** near the top of the screen.

#### YOU'RE ALL SET!

When it's finished downloading, the GTL e-App will appear in your **app grid**.

# HOW TO REGISTER On the gtl e-app

## HOW TO REGISTER ON THE GTL E-APP

GTL - Mobile Age	ent Portal - Login
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SIGN UP NOW	
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#### **#1**

Open up the GTL e-App by clicking on the GTL icon.

### **#2**

To register, click the **Sign Up Now** button.

GTL GUARANTEE

## HOW TO REGISTER ON THE GTL E-APP

#### Registration

Please register to use the Mobile Agent Portal Agent Number

Date of Birth (mm/dd/yyyy) (Agencies: Leave blank)

User Name

FOR PASSWORDS: Minimum 8 characters at least 1 Uppercase Alphabet, 1 Lowercase Alphabet, 1 Number and 1 Special Character. Password cannot contain User Name or parts of the Full Name.

Password

Confirm Password

Submit Registration

Cancel

 $GTL \left| \begin{smallmatrix} \mathsf{guarantee} \\ \mathsf{trust} \\ \mathsf{life} \end{smallmatrix} \right|$ 

#### #3

Type in your **Agent Code** This was assigned to you in your welcome pack. **Remember, all codes start with 011**.

**#4** Type in your **date of birth**.



#### Create your **Username**.

We recommend making it something easy, such as your agent code.

## HOW TO REGISTER ON THE GTL E-APP

#### Registration

Please register to use the Mobile Agent Portal Agent Number

Date of Birth (mm/dd/yyyy) (Agencies: Leave blank)

User Name

FOR PASSWORDS: Minimum 8 characters at least 1 Uppercase Alphabet, 1 Lowercase Alphabet, 1 Number and 1 Special Character. Password cannot contain User Name or parts of the Full Name.

Password

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Confirm Password

Submit Registration

Cancel

#### **#6**

Create your **Password**.

It needs to have a minimum of **8 characters**: using 1 uppercase letter, 2 lowercase letter, 1 number and 1 special character. It cannot contain your Username or parts of the Full Name.



**#8** Click **Submit Registration**.

#### AND THAT'S IT!

You are now registered in the GTL Agent Portal with access to quoting tools, applications, marketing materials and more on the go!

# HOW TO LOG IN ON THE GTL E-APP

## HOW TO LOG IN To the gtl e-app

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DO YOUR CLIENTS HAVE CO	-ANS & DEDUCTIBLES? US <sup>®</sup> CAN HELP!

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#1

Open up the GTL e-App by clicking on the GTL icon.

### **#2**

Type in your **Username** that you created.

### #3

#### Type in your **Password**.

**Reminder:** the password you created has a minimum of 8 characters; using 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character.

## HOW TO LOG IN To the gtl e-app

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DO YOUR CLIENTS HAVE CO-PAYS & DEDUCTIBLES? ADVANTAGE PLUS <sup>®</sup> CAN HELP!		

GTL GUARANTEE

#### #4

You can click the checkboxes to **remember your Username** in the future and **show your password** to ensure you're typing it in correctly.

#5

Click the LOGIN button.

**#6** 

If this is **your first time logging in**, please select the states you would like to support.

#### NOW YOU'RE IN!

You can now use the GTL e-App for everything GTL on-the-go!

# HOW TO QUOTE ON THE GTL E-APP

## HOW TO QUOTE On the GTL E-APP

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### **#1**

Tap the **Quote & Submit** button to get started.

### #2

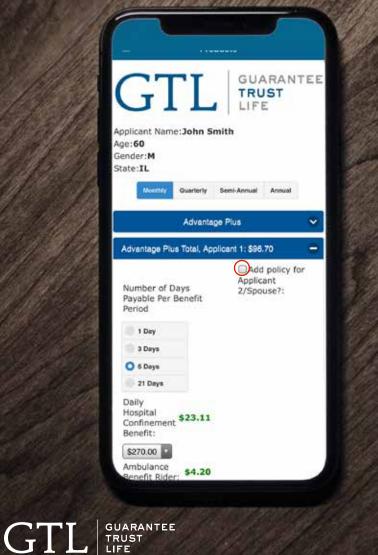
Enter in the applicant(s) information, select the effective date and then the issue state.

### #3

Select the product(s) you are looking to quote.

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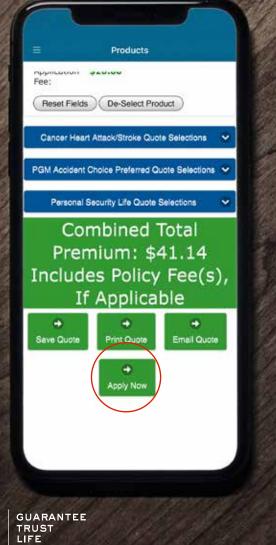
## HOW TO QUOTE On the gtl e-app



#### **#4**

Select the benefit amounts and desired riders. If applicable: Check the box in the top right to add the policy Applicant 2.

## HOW TO QUOTE On the GTL E-APP



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#### **#5**

Scroll to the bottom to see the total premium. Below, you can save, print or email the quote.

#### NOW YOU'RE READY TO APPLY!

Tap the **Apply Now** button at the bottom to continue.

# HOW TO SUBMIT AN APPLICATION ON THE GTL E-APP

## HOW TO SUBMIT AN Application ON THE GTL E-APP

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Deliver Docum	ents To
Agent Insured	(
Applicant Info	rmation
Smith	
John	
ML	
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Contact Inform	nation
1275 Milwaukee	Ave
Glenview	
60025	
Phone Number	
Applicant's e provided	mail address is not available or not
Applicant 1 E-M	lail Address
Applicant Prim	ary Beneficiary

#1

After you complete a quote, tap the green **Apply Now** button at the bottom.

### **#2**

Enter the applicant's information as described in each section. Enter in the applicant's beneficiary information if applicable.

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### HOW TO SUBMIT AN Application On the GTL E-APP

#### Authorization [Advantage Plus]

I (We) agree that I (we) may receive my (our) policy and other GTL correspondence electronically. I (We) acknowledge receipt of the Electronic Delivery and Communications Disclosure, which describes the requirements for Electronic Policy Fulfillment and Communications, as well as my (our) right to opt-out of Electronic Policy Fulfillment and receive a paper copy of my (our) policy (policies), free of charge.

FRAUD NOTICE Any person who knowingly and with intent to defraud an insurance company or other person files an application for insurance containing any materially false information or conceals for the purpose of misleading information concerning any fact material thereto commits a fraudulent act, which is a crime.

oplicant Confirmation

Tap here to enter Applicant 1 Signature:

Signed at City and State:

Nov 13, 2019

Agent's/Producer's Statement

I certify that I have accurately recorded the information supplied by the Applicant. I am not aware of any additional information which may have a bearing on the insurability of anyone proposed for insurance on this application and any supplement to it. I have advised the applicant not to withhold any information relative to this application and its questions. I have advised the application and its questions. I have advised the application for completeness and accuracy and that no coverage is in effect until they are notified in writing by Guarantee Trust Life Insurance Company.

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#### #3

Complete the underwriting questions and coverage information.

### **#4**

Have applicant(s) read and sign the Acknowledgements and Authorization. Complete the agent information and sign.

#### THAT'S IT!

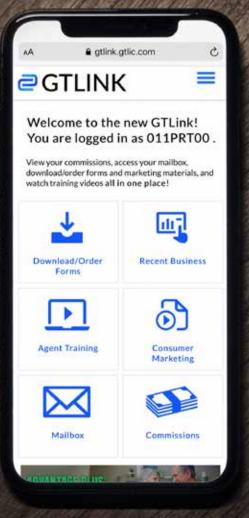
The submitted application will show up in your Recent Business on GTLink by the next business day.

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### #1

Tap **Access GTLink** on the e-App home screen.



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#### **#2**

#### Tap Download/Order Forms to

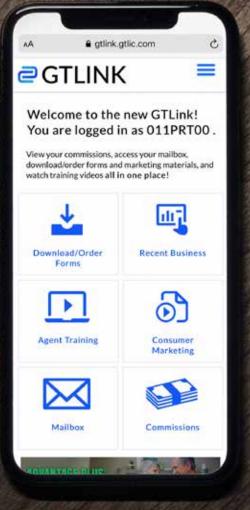
search for, download and order supplies. See our How to Order Supplies section on page 14 for a more in depth look at the process.

### #3

Tap **Recent Business** to view your recent business for the past 90 days.

#### #4

Tap **Agent Training** to access previously recorded agent training product webinars.



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#### **#5**

#### Tap Consumer Marketing to

access and download marketing materials for each of GTL's products.

### **#6**

Tap **Mailbox** to view your letters and notices.

### **#7**

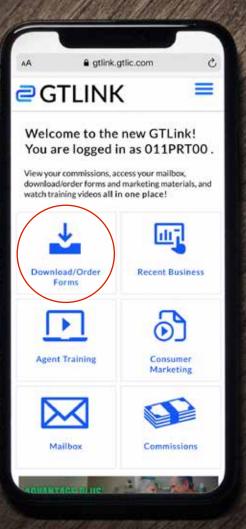
Tap **Commissions** to view your commissions statement.

### **#8**

Tap **the menu in the top right** to quickly navigate to every page including GTL's contact information.

# HOW TO ORDER SUPPLIES ON THE GTL E-APP

## **HOW TO ORDER SUPPLIES** ON THE GTL E-APP



### **#1**

Tap **Access GTLink** on the e-App home screen.

### **#2**

#### Tap Download/Order Forms to

search for, download and order supplies.

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## HOW TO ORDER Supplies On the GTL E-APP



#### Download/Order Forms

Search, download or order GTL's supplies by product, state or by type. Click the My Cart icon to check out.



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#### View State Approval Lists

Quantities should be limited to 20. Any amount submitted over the limit will be reviewed by the Sales Support Team.

Select State(s)	
Select Product(	s)
Select Option(s	)

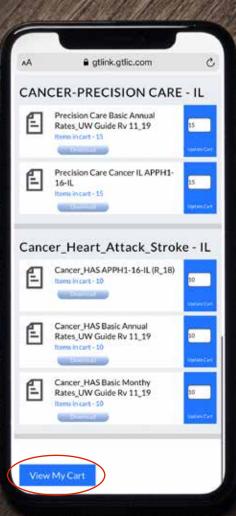
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GTL GUARANTEE TRUST

#### #3

Use the dropdowns to select your desired state(s), product(s), and/or option(s), then tap the **Search** button.

### **HOW TO ORDER Supplies** ON THE GTL E-APP



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#### **#4**

Scroll down to view the search results. Each result allows you to add quantities to your cart or download them directly to your device/computer.



Enter the quantities for each of the desired documents you are looking to order.

**Please note:** Orders of 20 or more for any document will be subject to internal review.

### **#6**

Tap the blue **View My Cart** button at the bottom of the page.

### HOW TO ORDER Supplies On the GTL E-APP

Submit the Order Please verify or update delivery address and submit the order. Name/Complecent DEMONSTRATION : Address: RENTONLINE DEMONSTRATION Sorry, we cannot ship to P/O. Boxes. ROADENCY DEPARTMENT (3275 MELWAUKEE AVE City: ELENVIEW State: E Zip Codee:: ;	∂G'	TLINK	=
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Submit Order			

GUARANTEE TRUST LIFE **#7** 

Review your cart. Here you can change the desired quantities, delete items or downloads to your device/computer.

Tap **Continue**.



Review your delivery address and update if necessary. Then tap **Submit Order**.

**Please note:** We cannot ship to P.O. Boxes.

#### YOU'RE DONE!

You have the option of printing off the supply order receipt at the bottom of the page.

# FREQUENTLY ASKED QUESTIONS

#### Q: Does the applicant have to complete a Verification Call?

A: No, not on the mobile app. Since GTL is capturing an electronic signature from the applicant, the completing of a verification call is not necessary. If you are using the platform from your desktop computer then a voice verification call is necessary. Please use our toll-free 24/7 automated verification system by calling (866) 839-5132.

#### Q: Can my client pay their premium with a credit card on the e-App?

A: No, not at this time.

#### Q: I'm a new GTL agent who hasn't submitted my first piece of business yet, can I use the e-App?

A: Yes. You can submit your first application to GTL using the e-App. However, your first application will not be eligible for straight through processing. We'll receive the application electronically but your state insurance license will need to be verified first. Once verified, the system can then electronically approve the policy.

#### Q: Are all of GTL's products available for submission?

A: GTL's Advantage Plus<sup>®</sup> and Indemnity Plus<sup>®</sup> Insurance, Medicare Supplement Insurance, Short-Term Home Health Care Insurance, Precision Care<sup>™</sup> Cancer Insurance, iGAP<sup>®</sup> Guaranteed Issue Accident Insurance, and Cancer, Heart Attack and Stroke Insurance are available.

Please feel free to contact Sales Support at any time at **1-800-323-6907** or **agency@gtlic.com** with any questions.