

Voice Signature IVR (VsigIVR) allows the applicant and agent to complete the voice signature process utilizing an Interactive Voice Response (IVR) system during the application process. This eliminates the need for a call-back to the applicant, to complete the voice signature process and application.

## Benefits of using VsigIVR:

- "One and done" process – eliminates the need for a call-back to the applicant to complete voice signature
- Quick, easy and simplified experience for both agents and applicants
- Immediate confirmation that application has been successfully signed and submitted

## Simple 3-Step Process:

**Note:** Additional voice signature IVR training provided in training manual.

1. The application journey will remain the same up until the "Signing Options" page. Two voice signature options will be available until May 29, 2020. On May 29, 2020, there will be one voice signature option available: Voice Signature IVR.



2. When Voice Signature IVR option is selected, a three-way IVR call will be initiated to complete the voice signature process with applicant:

Voice Sign IVR  
Validation Process:

Voice Signature Instructions

To make things easy, you can keep your customer on the phone and dial into a recorded line that will play the recording and capture your customer's verbal authorization.

1. To begin, dial (877) 344-9943. You may need to place your customer on a brief hold while you dial in the recorded line.
2. When prompted, enter in the verification code on your keypad to tie your customer's voice signature to the application.  
  
Verification Code: **28917806**
3. Merge the calls so your customer can hear and respond to the prompts.
4. You can repeat the voice signature process with the customer as many times as needed.
5. After the customer has completed the signature, the recording will end and you will continue on your conversation.

The 'CONTINUE' button below will automatically become enabled when the signature process is complete. If you need to cancel or restart the signature process you can use the CANCEL button below.

Time Remaining: 08:02

Agent Number:	84LM00081701
Policy Number:	2009012539
US State:	OH
Signature Status:	unverified

3. For the voice signature to be completed successfully, the following must occur:

- (1) The applicant must say their "Full Name" and "I Agree" clearly, when prompted.
- (2) The IVR call must be completed in the 10-minute time frame.