



AppVantage FAQ

<p>How can I get set up on the AppVantage software?</p>	<p>In order to get set up on the software, please contact eBusiness at 1-800-646-1481. Press 1 then 2.</p>
<p>Is there anything that I should review with my client prior to using the software?</p>	<p>The following are key points to discuss with your client:</p> <ol style="list-style-type: none"> a. Explain how AppVantage works and ask your client to confirm that they are comfortable with using an electronic application before beginning the process. b. To digitally sign this application, each signer (insured, owner, and payor) must have a separate and unique email. c. If the ensure is a minor (has not reached the age of majority), the email address of the legal guardian is used. d. If the applicant does not currently have an email address, they will need to create one before the application can be signed. e. If the initial premium is being withdrawn upon receipt of the application, your client will need to have their banking information on hand. A void cheque is not required to be sent to <i>ivari</i>.
<p>How do I access AppVantage?</p>	<p>AppVantage software can be accessed here: https://insureapp.agreementexpress.net</p>

<p>Can I run multiple illustrations on LifeView?</p>	<p>You can run as many illustrations as you'd like on LifeView and save them to present to your client . We don't recommend that you send every illustration you prepare over the AppVantage software as this will clutter your Workspace.</p>
<p>Does every field need to be completed?</p>	<p>The AppVantage application needs to be completed similarly to the paper application. The AppVantage software will guide you through the process and the arrow will point to the required questions. At signing you will be reminded if the required questions are not completed.</p>
<p>What do I have to leave behind with the client?</p>	<p>There is a "Leave at Home" package that contains information you leave with your client as well as some information you will need to collect from them.</p> <p>What you leave with your clients:</p> <ol style="list-style-type: none"> a. The page that includes information about the Insurance Application including: <ol style="list-style-type: none"> i. <i>ivari</i>'s contact information ii. Policy Effective Date iii. Rescission Rights (10-day free look) iv. Notices – MIB, Consumer Reports, Disclosure of Personal Information b. TIA receipt if this had been added c. PAD Authorization, terms and conditions, if this is applicable
<p>How does the application get sent to <i>ivari</i>?</p>	<p>Once the last person signs, which should always be you as the Advisor, the application will automatically submit to <i>ivari</i>.</p> <p>You can verify this by looking in webcappow.</p>
<p>Why can't I see the questions or my screen looks different?</p>	<p>You may have your screen zoomed in more than 100%. Try zooming back to 100%.</p>
<p>What do I do if I see a blank page during the application process?</p>	<p>If you happen to encounter a blank screen during the signing process, this may be an internet connectivity issue. Try closing out of the system and re-open.</p>
<p>How do I see more information?</p>	<p>To see more information on your application, you can open the Card. To do this, hit enter anywhere over the application you want and it will expand.</p>

What browsers can I use with AppVantage?	We recommend for enhanced experience and speed that you do not use Internet Explorer . You can use any other browser such as Chrome, Firefox, IOS.
How do I open an application?	Click on the box with arrow. The expand icon at the top of the application card will open your application.
Do I follow the blue arrow?	The blue arrow will guide you through the mandatory questions, it is recommended that you use it as a guide and review all questions so vital questions are not missed.
How do I know my application was submitted to ivari?	Applications will automatically be sent to <i>ivari</i> . If for any reason it is not successful, you will receive an email advising. Please call eBusiness if you receive this email 1-800-646-1481. Press 1 then 2.
Who is Agreement Express?	Agreement Express is the software vendor that <i>ivari</i> has contracted to use for their electronic applications. Agreement Express is a Canadian owner company based in Vancouver, BC. Agreement Express, ranked 29th, is the fastest growing company list in 2017 and has customers worldwide.
Why are the translations not as expected?	<i>ivari</i> uses the Agreement Express software solution to host their application for Advisor use. The workflow and translations outside of <i>ivari</i> application are owned and translated by Agreement Express and used for other customers as well.
Can I use my mobile number during the client registration process?	If you are using a mobile number for signing, it must be the client's as it is associated and retained with the client's registration profile.



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