DOCUMENT DELIVERY SIMPLIFIED

FAQs

Q: **What is e-Delivery?**

A: e-Delivery is an electronic paperless experience that delivers policies and documents in good order, reduces cycle time and transforms the way you do business by automating and accelerating processing.

Q: **How does DocFast® work?**

A: Clients will receive an email from DocFast with an authentication link to the Customer Portal, where any applicable documents can be reviewed and electronically signed.

Q: **What types of documents can be delivered by DocFast?**

A:
- Prospectuses, Annual Statements, Product Brochures
- Policy documents such as Revised Illustrations, Good Health Statements, EFT Payment Collection, Amendments, Delivery Receipts

Q: **Does DocFast support the collection of all delivery requirements?**

A: DocFast can collect any delivery requirements, along with e-Signatures, that the carrier may require. The carrier will send the necessary documents and requirements through DocFast to bind the policy.

Q: **Do I get a chance to review the policy before sending it to my customer?**

A: Yes, in most cases, you will get a chance to review the policy before your customer receives it. In some instances, if there is no delivery requirement on your part, the carrier will opt to send it directly to the customer to avoid delays. You will, however, simultaneously receive a notification when it's sent so that you have a chance to contact the customer, if needed.

Q: **Can I view all pending policies on the platform?**

A: Yes, as an Agent or Distributor, you will be able to see all your policies through your agency site, in one easy-to-use dashboard.

Q: **What other applications does DocFast® integrate with to accelerate the sales cycle?**

A: AlphaTrust®, iPipeline's e-Signature solution, provides a seamless application process with electronic signature to accelerate insurance policy sales. With AlphaTrust, consumers can complete policy applications, review coverage details, and sign disclosures from their mobile devices in a matter of minutes.

Q: **Are electronic signatures secure and legal?**

A: We provide an electronic certificate of completion with every e-Signature, which verifies a document's legitimacy.

Q: **Is my data secure and private?**

A: DocFast's world-class security provides full-document encryption to ensure the privacy of your data and provides highly secured document access based on robust authentication options. Carriers can opt in to using two-factor authentication for consumers using a combination of Text/Voice PIN and Security Quiz Questions to ensure that only intended consumers can access their policies for e-Delivery.