

## **Process for Submission of Medicare Supplement Faxed Applications**

The process for submission of a faxed application is simple:

1. Complete all the necessary paperwork including the appropriate application, replacement form, other state-required forms (as required), EFT (Electronic Funds Transfer) form and Medicare Supplement Faxed Application Cover Page.
2. Fax all forms (including a voided check for EFT) to **877-431-7371**. **Note:** This is the only fax number that that can be used for submitting new applications. **No exceptions!**
3. **Use a separate Cover Page for each faxed application.**
4. File the paperwork in your office in a secure location for privacy protection for a period of six months from date of submission.

## **Guidelines for Faxed Applications**

1. Do not pick up a check (other than a voided check) when you write the application. Genworth will draft the applicant's account when the policy is issued. Once the policy is in force, the policy will draft on the normal draft cycle. Draft dates are included in the Cover Page
2. A confirmation that the application was received will be faxed back within 24 hours.
3. Applications will be reviewed and entered into the system. If a form is missing or there are any other irregularities with the application, the writing agent will be contacted by fax or phone, whichever method is available.
4. Do not submit the original application. You are required to retain the original application and other forms in a secure location for privacy protection and retain these documents for a minimum period of six (6) months after submission of the application.
5. Commissions will be paid through the normal process.

Remember, you must use the Medicare Supplement Faxed Application Cover Page. A copy of the Cover Page is attached. This document has the correct fax number, provides the information to contact you, if needed, and has the confidentiality disclosure language if the fax is mistakenly sent to the wrong number. Be sure to use a separate Cover Page for each application.