



## Tips to Help Client with Remote Signature on Life and Health Products in eApp

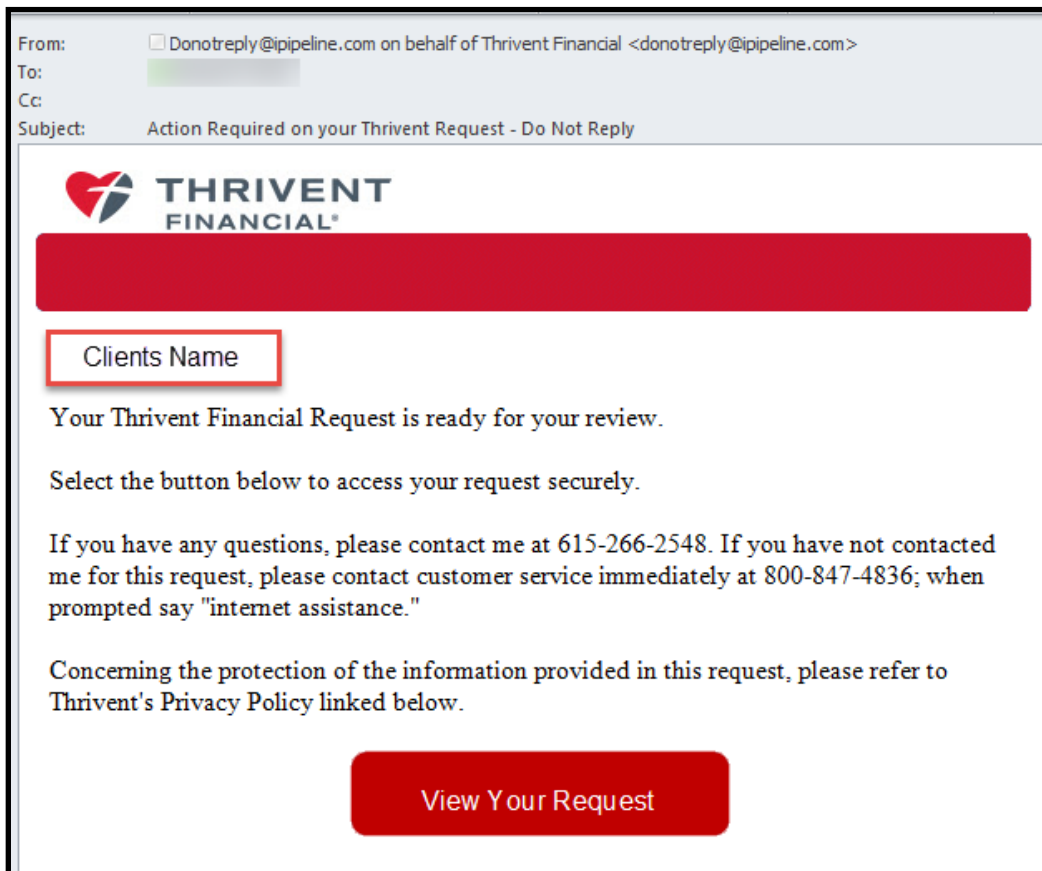
Click [here](#) to view browser and operating system combinations that are compatible with the eApplication.

As a financial professional (FP), you can help your client through this process by providing the following information.

- ✓ The client has 7 days to complete this process. If no signature is obtained within that timeframe, the link **will** expire and a new remote signature link will need to be sent from the FP.
- ✓ If the client does not see the email, ask the client to check their Spam or Junk folders. The email will look like this:

**Example:** From *Donotreply@ipipeline.com on behalf of Thrivent Financial* <[donotreply@ipipeline.com](mailto:donotreply@ipipeline.com)>

- ✓ After 3 unsuccessful log-in attempts, the client will receive an error message, and an email is generated to the FP. If this occurs, the FP will need to send a new email to the client.



## Five Steps for Client to Complete a Remote Electronic Signature

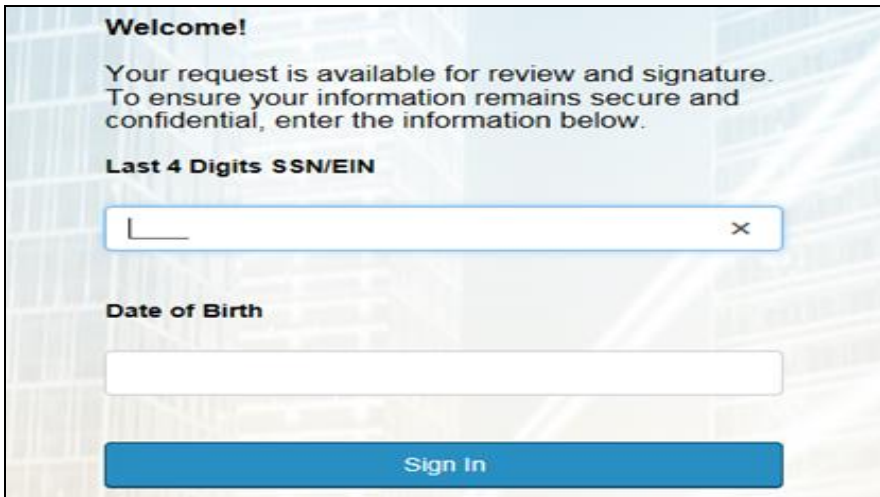
1. Client provides identifying information to FP (email address, birthdate and last four of SSN).
2. Client receives e-Signature email.
3. Client opens email using identifying information (birthdate and last four of SSN).
4. Client reviews all documents as he/she acknowledge or electronically signs.
5. Client may print and/or save electronically signed documents.

## Processing Steps for Client

1. Open email and click **View Your Request** button.
2. Another internet window will launch.

**Note!** If the client has pop-up blocker on, it should be turned off or blockers temporarily allowed so the window will open.

3. At the *Welcome* screen, the client will be identified after they enter the last 4 digits of their **Social Security Number** and **Date of Birth** and click **Sign In**.



**Welcome!**

Your request is available for review and signature.  
To ensure your information remains secure and confidential, enter the information below.

**Last 4 Digits SSN/EIN**

**Date of Birth**

**Sign In**

4. Review the *Terms of Use* and click the box to confirm the terms and documents will be reviewed for accuracy.
5. Then click **I Agree**.

[Print Terms of Use](#)

By completing the signing process, you certify your documents displayed properly. Properly means that your documents displayed accurately with no blank pages. If your documents do not display properly, you may be using an unsupported browser or operating system. Try using a different combination or contact your representative to sign a hard copy. If you find any inaccuracies, you will need to work with your representative to correct them.

I will personally read and review all the documents presented to me during the signing process.

I understand the documents I sign will be determined by my relationship to the request. I may be presented with documents which are for informational purposes and are not required to be signed.

I certify I have legal authority to sign these documents.

I understand my representative will receive my signed documents to review and, after review, will sign and submit these documents to Thrivent Financial for processing.

I understand I will be presented the option to print a copy of the electronically signed document(s) and any other materials presented to me. A copy may be sent to me and is also available by calling Thrivent at 800-847-4836.

I have read the Terms of Use in their entirety. I understand that I should review all documents presented to me thoroughly for accuracy.

- Enter the **Signed At City** and select the **State** in which the application is signed for the primary owner.

## eSignature Information

Please fill out all of the information below to continue with your eSignature.

Signed At City:

Signed At State:

- Review each document for accuracy prior to clicking all of the “Click Here to Sign” or “I Have Reviewed This Document” markers.

The first full premium is paid during the lifetime of the person to be covered, and the health of all persons to be insured remains as stated in the Application.

The signature below applies to all sections and statements made on this Application for Individual Life Insurance.

Signed in the state of WI

**Any person who knowingly presents a false statement in an application for insurance may be guilty of a criminal offense and subject to penalties under state law.**

Signature of proposed insured (16 or over) or guardian (if proposed insured is age 0-15)

Date signed 6/25/2019 10:22:24 PM

Signature of proposed applicant controller for 15 or under

Date signed

Signature of other proposed insured

**Trust Beneficiaries:** Trust beneficiaries must qualify as eligible beneficiaries under the bylaws of Thrivent, if applicable, at the time a claim is paid. Proceeds may not be paid to the trust if its beneficiaries are ineligible when a claim is submitted.

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**Miscellaneous Provisions**

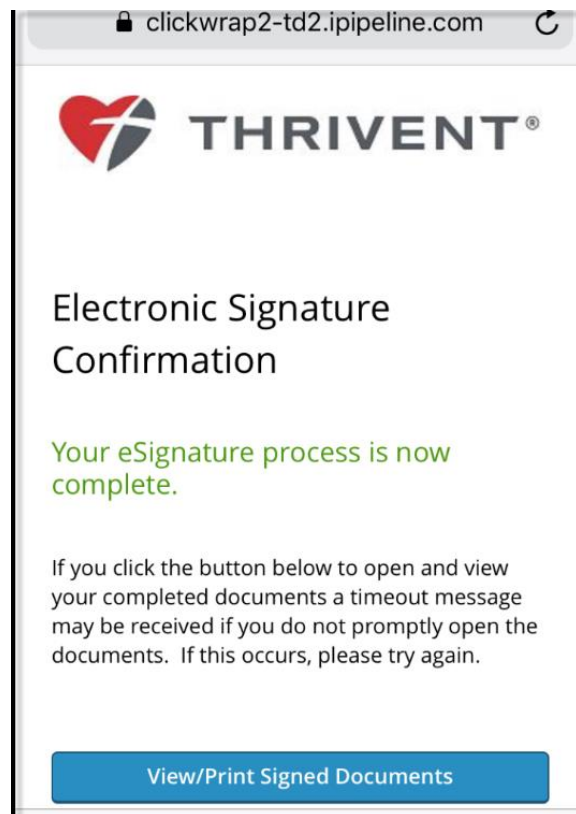
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**Long Term Care Rider:** If this beneficiary change is submitted at the same time as a request to issue a Long Term Care Rider on the same contract, approval of this beneficiary change is conditional upon approval of the rider.

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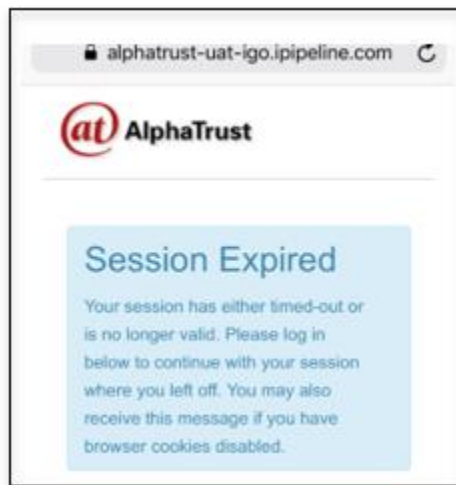
[I Have Reviewed This Document](#)

8. The “Electronic Signature Confirmation” screen appears and provides the option to save/print the eSigned documents.



The screenshot shows a web browser window with the URL `clickwrap2-td2.ipipeline.com`. The page features the Thrivent logo at the top left. The main heading is "Electronic Signature Confirmation". Below this, a green message states: "Your eSignature process is now complete." A paragraph of text follows: "If you click the button below to open and view your completed documents a timeout message may be received if you do not promptly open the documents. If this occurs, please try again." At the bottom of the page is a blue button labeled "View/Print Signed Documents".

9. If the eSignature process is not completed within a certain timeframe, the following Session Expired message is displayed. If this occurs, you will need to go back to step 1 and launch the application from the email.



## Resources

[Get Connected eApp](#)

**Phone Help:** Call 1-888-422-5737; enter the last 5 digits of your Thrivent ID. Say **Technology**, Press Option for Business Applications and Option for eApp. Available 6:30 a.m. to 9 p.m. CST.

**Email:** [Box TSC](#)