

CLIENT GUIDE

Preparing for your telephone interview and exam

Thank you for your interest in our **Life Insurance Solutions**

Now that you've applied for a life insurance policy, we'll need a snapshot of your current health. The information we gather is used to determine if you have any health conditions that could affect your rate class.

Being well-prepared can help provide the smoothest experience and best possible outcome. This guide provides practical tips, and your financial professional is also available to answer questions.

What you can expect

Within 1 business day you will be contacted to begin your telephone interview to gather medical information. If you are unavailable or unable to talk, you will have the option of scheduling the interview at a time that is convenient for you.

Preparing for your telephone interview

Having the following information available will help you keep your interview as short as possible:

- Your Social Security Number (or Individual Taxpayer Identification Number) and driver's license number.
- Name, SSN (or TIN), birth date, address, telephone for each beneficiary.
- Financial information: Earned income, unearned income, total net worth including property.
- Existing life insurance policy information: Company name, policy number, issue date, face amount.
- Names, addresses and phone numbers of doctors, clinics and hospitals visited in the past 5 years.
- Names and dosages of all prescription and nonprescription medications you take.
- Medical tests: Name/type of test, date of test, result (if known).
- List of medical conditions or diagnoses including date of diagnosis, treatment, result of treatment and treating physician information.
- Health history of immediate family members including age (or age of death if deceased) and major medical diagnoses (e.g., cancer, heart disease, ALS, etc.).
- Information about hobbies/avocations (any type of racing, scuba diving, skydiving, hand-gliding, etc.). This includes number of hours performed in the last 12 months, number of hours expected in the next 12 months, certifications/licenses held, location of activity, and speed/depths attained.
- Information about aviation activities including type of aircraft flown, license(s) held, total hours flown solo, and total hours expected to fly in the next 12 months.

ESTIMATED
TIME:
**20–30
MINUTES**

ESTIMATED
TIME:
20–30
MINUTES

The paramedical exam

A trained medical technician will show you a photo ID confirming their employer. If you did not sign your application electronically by email using DocuSign, you will be provided with an application package to review and sign. Please note: If your policy type allows the option of signing electronically, you can request this option during the telephone interview.

Your exam will include:

- Height and weight—a calibrated scale and measuring stick/tape will be used to accurately collect measurements.
- Three blood pressure and pulse readings at different times during the visit.
- Urine and blood samples.
- Depending on your age and medical history, an EKG may be required.

Tips for a successful exam

THE DAY BEFORE THE EXAM

- Avoid alcohol and nicotine as it can raise your blood pressure levels
- Avoid over-the-counter medications like antihistamines and nasal decongestants (continue taking any prescribed medications)
- Get a good night's sleep

THE DAY OF THE EXAM

- Avoid coffee, soda, tea or any other caffeinated drinks before your exam
- Drink a lot of water and eat a light meal
- Avoid exercise or strenuous activity as it can raise your blood pressure
- Wear short sleeves or sleeves that can be easily rolled up

Access your lab results online

Your health exam is a good opportunity for you to get a "snapshot" of your health and condition.

As an additional service, we've partnered with Clinical Reference Laboratory (CRL[®]) to deliver your lab results securely and conveniently online via AccessMyLab™.*

Getting your results through AccessMyLab is fast and easy. No user name or password is required, and you can save and print the results for your records and future reference.

Lab results should be available no later than 14 days after your exam. Here's how to use AccessMyLab to view results:**

- Go to www.AccessMyLab.com and enter the Slip ID number, located on either the consent form or the yellow AccessMyLab document provided by the examiner at the time of your exam.
- When prompted, enter the last four digits of your personal phone number. This should be the phone number indicated on the lab slip and the yellow AccessMyLab document provided by your examiner.
- A PIN will be provided to you via text or voice message.
- Enter the PIN to view your lab report online.
- Save or print.

* If your paramedical exam is conducted at a Quest Diagnostics PSC center, lab results will not be available online. Instead, your final policy paperwork will include a short form you can fill out and send to the laboratory to obtain your exam results by mail.

** While most laboratory testing results will be available online, there may be some scenarios where this information cannot be provided due to the sensitive nature of the test results.



Policies issued by American General Life Insurance Company (AGL), Houston, TX, except in New York, where issued by The United States Life Insurance Company in the City of New York (US Life). Issuing companies AGL and US Life are responsible for financial obligations of insurance products and are members of American International Group, Inc. (AIG). Products may not be available in all states and product features may vary by state. Guarantees are backed by the claims-paying ability of the issuing insurance company. AccessMyLab™ is a trademark of Clinical Reference Laboratory, Inc.