



NASSAU

Medicare Supplement Voice Signature Script

1. Greeting - Thank you for calling the Condado e App Voice Signature System. In addition to allowing you to use your voice signature to sign your Nassau Life Insurance Company of Kansas Medicare Supplement application, this recorded call will confirm your intention to both apply electronically for Medicare Supplement insurance coverage and to receive documents related to your application electronically. Nassau Life Insurance Company of Kansas is not connected with or endorsed by the U.S. Government or the Federal Medicare Program.

If you have called our automated system in error, please hang up and contact your agent. If at any time during this automated call, you need a message or question repeated, please press the star key.

2. Menu – Applicant

All caller entries are considered interview responses and must be completed by the applicant.

If you are the applicant, please press 1.

If you are not the applicant, please press 7.

- a. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - ii. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_01_Applicant)
 - ii. Go To Next Menu
- e. 7
 - i. Record Answer Variable (menu_01_Applicant)
 - ii. Play Goodbye Message
 - iii. Hang Up

3. Menu – Begin

To complete the verification process, you will need to provide the 5 digit e App ID number provided by your agent, your 8 digit date of birth, and the 4 digit PIN number created during the e App process.

If you wish to continue, please press 1.

If you do not have any of these numbers available at this time, please hang up.

- a. Timeout

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- i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - ii. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_02_Begin)
 - ii. Go To “Applicant ID” Menu

4. Menu – Applicant ID

Please enter your 5-digit e App ID.

- a. Minimum Digits Required - 5
- b. Maximum Digits Allowed - 5
- c. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- d. Too Few Digits Entered
 - i. Invalid Message
 - ii. Repeat Menu
- e. *
 - i. Repeat Menu
- f. Digits Entered
 - i. Record Answer Variable (menu_03_ApplicantId)
 - ii. Go To “Applicant ID Confirmation” Menu

5. Menu – Applicant ID Confirmation

You entered XXXXX.

If this is correct, please press 1.

To enter a different e App ID, press 2.

- a. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - ii. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_04_ApplicantIdConfirmation)
 - ii. Go To “Applicant PIN” Menu
- e. 2

- i. Go To “Applicant ID” Menu

6. Menu – Applicant PIN

Please enter your 4-digit PIN number.

- a. Minimum Digits Required - 4
- b. Maximum Digits Allowed - 4
- c. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- d. Too Few Digits Entered
 - i. Invalid Message
 - ii. Repeat Menu
- e. *
 - i. Repeat Menu
- f. Digits Entered
 - i. Record Answer Variable (menu_05_ApplicantPin)
 - ii. Go To “Applicant PIN Confirmation” Menu

7. Menu – Applicant PIN Confirmation

You entered XXXX.

If this is correct, please press 1.
To enter a different PIN, press 2.

- a. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - ii. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_06_ApplicantPinConfirmation)
 - ii. Go To “Applicant DOB” Menu
- e. 2
 - i. Go To “Applicant PIN” Menu

8. Menu – Applicant DOB

Please enter your 8-digit date of birth. For example, January 1st, 1950 would be entered as 01011950.

- a. Minimum Digits Required - 8
- b. Maximum Digits Allowed - 8
- c. Timeout

- i. Timeout Message
 - ii. Repeat Menu
- d. Too Few Digits Entered
 - i. Invalid Message
 - ii. Repeat Menu
- e. *
 - i. Repeat Menu
- f. Digits Entered
 - i. Record Answer Variable (menu_07_ApplicantDateOfBirth)
 - ii. Go To “Applicant DOB Confirmation” Menu

9. Menu – Applicant DOB Confirmation

You entered XXXXXXXX.

If this is correct, please press 1.

To enter a different Date of Birth, press 2.

- a. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - ii. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_08_ApplicantDateOfBirthConfirmation)
 - ii. Go To “API – Validate Signature”
- e. 2
 - i. Go To “Applicant DOB” Menu

10. API – Validate Signature

- a. Call Token Request API
 - i. Parameters
 - 1. Secret
 - 2. API Proxy Credentials
- b. With Token, Call Validate Signature API
 - i. Parameters
 - 1. Token
 - 2. Application ID
 - 3. Applicant PIN
 - 4. Applicant DOB
 - 5. Carrier Code
- c. Applicant Found
 - i. Go To “Applicant Found” Menu
- d. Applicant Not Found

- i. Go To “Applicant Not Found” Menu

11. Menu – Applicant Found

Application found

- a. *
 - i.

12. Menu – Applicant Not Found

We were not able to authenticate based on the information you provided.

If you would like to try again, press 1.

To cancel the signature process, press 7.

- a. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - ii. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_10_ ApplicantNotFound)
 - ii. Go To “Begin” Menu
- e. 7
 - i. Record Answer Variable (menu_10_ ApplicantNotFound)
 - ii. Play Goodbye Message
 - iii. Hang Up

13. Menu – Electronic Consent

You must consent to receiving documents electronically to use the voice signature system to sign your application.

To consent to receiving documents electronically, press 1.

To decline consent, press 7.

- a. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - ii. Repeat Menu
- c. *

- i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_11_ElectronicConsent)
 - ii. Go To “Document Confirmation” Menu
- e. 7
 - i. Record Answer Variable (menu_11_ElectronicConsent)
 - ii. Play Goodbye Message
 - iii. Hang Up

14. Menu – Document Confirmation

You must receive and review your electronic application and other required forms with your agent before providing your voice signature. You should have received the following documents:

- A link to Choosing a Medigap Policy: A Guide to Health Insurance for People with Medicare
- The Outline of Coverage
- Health Information Authorization
- MIB/Fair Credit Disclosure
- The application forms for your state, including the applicable replacement and state required forms.

If your agent provided and reviewed these documents with you, press 1.

If your agent did not, press 7.

- a. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - ii. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_12_DocumentConfirmation)
 - ii. Go To “Signature Consent” Menu
- e. 7
 - i. Record Answer Variable (menu_12_DocumentConfirmation)
 - ii. Play Goodbye Message
 - iii. Hang Up

15. Menu – Signature Consent

To complete the voice signature on your application, you must consent to applying your voice signature to all application forms, the authorization for the release of health-related information, the bank draft authorization, the replacement notice and any other forms as required by your state. Your voice signature will apply only to these documents.

If you consent to apply your voice signature to your application and documents, press 1.

If you do not agree or do not want to complete the voice signature, press 7.

- a. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - ii. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_13_SignatureConsent)
 - ii. Go To “Apply Signature” Menu
- e. 7
 - i. Record Answer Variable (menu_13_SignatureConsent)
 - ii. Play Goodbye Message
 - iii. Hang Up

16. Menu – Apply Signature 1

We are now proceeding to your voice signature. Please state your full name to proceed with your voice signature. Press 1 when complete.

- a. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - ii. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_13_SignatureConsent)
 - ii. Go To “API – Complete Signature”
- e. 7
 - i. Record Answer Variable (menu_13_SignatureConsent)
 - ii. Play Goodbye Message
 - iii. Hang Up

17. Menu – Apply Signature 2

Thank you. Please state I Agree to proceed. Press 1 when complete.

- a. Timeout
 - i. Timeout Message
 - ii. Repeat Menu
- b. Invalid Entry

- i. Invalid Message
 - ii. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - i. Record Answer Variable (menu_13_SignatureConsent)
 - ii. Go To “API – Complete Signature”
- e.
 - 7
 - i. Record Answer Variable (menu_13_SignatureConsent)
 - ii. Play Goodbye Message
 - iii. Hang Up

18. Menu – Apply Signature 3

To apply your voice signature to application documents, including the application, the authorization for the release of health-related information, the bank draft authorization, replacement notices and any other forms required by your state, press 1.

If you do not agree or do not want to complete the voice signature, press 7.

- a. Timeout
 - I. Timeout Message
 - II. Repeat Menu
- b. Invalid Entry
 - i. Invalid Message
 - II. Repeat Menu
- c. *
 - i. Repeat Menu
- d. 1
 - I. Record Answer Variable (menu_13_SignatureConsent)
 - II. Go To “API – Complete Signature”
- e.
 - 7
 - I. Record Answer Variable (menu_13_SignatureConsent)
 - II. Play Goodbye Message
 - III. Hang Up

19. API – Complete Signature

- a. Call Token Request API
 - i. Parameters
 - 1. Secret
 - 2. API Proxy Credentials
- b. With Token, Call Validate Signature API
 - i. Parameters
 - 1. Token
 - 2. Application ID

- 3. ANI
- 4. DNIS
- 5. IVR Unique ID
- 6. Fire Light Application ID
- 7. Carrier Code
- 8. Completion Date
- 9. Declined
- c. Success
 - i. Go To “Signature Success” Message
- d. Fail
 - i. Go To “Signature Fail” Message

20. Message – Signature Success

Thank you. You have successfully provided a voice signature for your application documents. You will receive a copy of your signed application with your policy at issue. If you have any questions about this process or your application, or if you would like a copy of your signed application, please contact your agent.

- a. Play Goodbye Message
- b. Hang Up

21. Message – Signature Fail

There was an issue with completing the signature, please contact your agent.

- a. Play Goodbye Message
- b. Hang Up

22. Message – Timeout – “We didn’t get an entry.”

23. Message – Invalid Entry – “You entered an invalid selection.”

24. Message - Goodbye – “Goodbye.”