



# PHONE VERIFICATION FOR FASTER SALES.

Completing the phone verification (PV) at the point of sale, not only processes applications faster, it also helps you get paid faster.

**A PV associate is available to take calls Monday–Friday from 7:00 am–7:00 pm (CST).  
Call 866.825.4822 to get started.**

Product		Express App (no wet signature)	Phone/fax (no wet signature)	Paper/fax (with wet signature)
Medicare Supplement	Open Enrollment/ Guaranteed Issue	Not needed*	In-house PV	Not needed*
	Underwritten	In-house PV	In-house PV	In-house PV
Cancer, Heart Attack & Stroke, and Hospital Indemnity		Not needed	In-house PV	Not needed
Individual Whole Life		In-house PV	In-house PV	In-house PV

### What is a PV?

A PV is a phone interview that applicants must complete in order for CSB to process applications according to the chart above. The PV acts as an electronic signature and verifies medical questions with the applicant.

### Case number

During the PV, the applicant will receive a PV case number that must be included on the application before submitting.

**Questions? Call us at 877.454.0923, or email us at [CSBNewBusiness@Cigna.com](mailto:CSBNewBusiness@Cigna.com).**



Allows phone verification (PV) representatives to provide preliminary policy approval to your customers at the point of sale. A PV is not required unless benefit amount exceeds \$50,000.

**Together, all the way.®**



\*Applicant verification in lieu of a PV.

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