

AdminUpdate: Prudential Launches eIssue, an Enhancement to their eDelivery Platform

Prudential has introduced an enhancement to their suite of "e" resources: eIssue. This companion to the eDelivery process allows cases that don't qualify for full eDelivery to use an alternate process, eliminating the need to wait for a hard copy of the policy. Read on for the details!

Find out more about eIssue with Prudential...

- [Prudential eIssue Flyer](#)
- [Enjoy the E's of Doing Business with Pru](#)
- [ePolicy Delivery Highlighter](#)

From Prudential...

At Prudential, we believe flexibility and service are a key differentiator for not only our business, but yours as well. Increased utilization of electronic capabilities, like eDelivery, can lead to improved cycle time and placement rates, as well as offer a better client experience. With this in mind, we are pleased to announce eIssue, a temporary enhancement to the Term eDelivery process while we develop longer-term solutions to further improve our eDelivery process.



eIssue Highlights

- All term policies that do not qualify for eDelivery will now be issued via eIssue
- An email will be sent to the case manager email address provided on the agent's report or cover letter when the policy is issued which includes a link providing access to a PDF policy version via Life Case Status on the PruXpress website.
- A paper policy will not be printed and mailed; the policy will need to be printed from the PDF file in Life Case Status and wet signatures must be collected from applicable parties and appropriate paperwork submitted to the Prudential Home Office for processing.
- If eDelivery is desired (previously communicated eDelivery eligibility restrictions apply) an eConsent form must be completed.
- The client's delivery preference (hard copy, or electronic via eDelivery or eIssue) can be updated at any time by contacting your dedicated New Business Case Management Team prior to a policy being generated.

Additional information on Prudential's eCapabilities, including our eDelivery process, are available via our Service Advantage Series page on PruXpress. These resources can be accessed by selecting "Place New Business," then "Service Advantage Series" or by typing the desired topic into the Marketing Material search field.

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