

INNOVATIONS IN UNDERWRITING

Your Source for the Latest News & Success
Stories from Pacific Life Insurance Company



AboutMe Online Health History Enhancement

NEW What's New?

Effective October 13, 2021, the proposed insured will be contacted via telephone within 24 hours after electronic ticket is submitted and AboutMe OHH questionnaire link is sent (previously within 7 days)—offering the option to schedule a tele-interview instead of AboutMe OHH to gather health history information.

How It Now Works

- ✓ The producer submits an electronic ticket which triggers an email invitation to the applicant for the AboutMe OHH questionnaire.
- ✓ Within 24 hours of the OHH email invitation, the applicant will be contacted via telephone with the option to schedule a tele-interview instead of AboutMe OHH.
- ✓ The applicant or producer may opt for the tele-interview by contacting the AboutMe Help Line at 844-752-2863 (Hours: 8AM to 5PM ET/5AM to 2PM PT) or LYNAboutMe@PacificLife.com on a case-by-case basis.

Helpful Tip

Share this [What Happens Next](#) client guide for detailed information on preparing for the AboutMe OHH or tele-interview.

Want to Learn More?

Reach out to your Broker General Agency (BGA) or contact PL Promise's internal sales desk at (844) 238-4872, Option 3 / LynInternalSales@PacificLife.com for more information or to schedule an AboutMe demo.

More AboutMe

Convenient, contactless, and confidential, our new OHH tool makes it easier than ever to collect your client's health information and offers another alternative to the current telephone interview process.

- ✓ Complete on any device (smart phone, tablet, laptop, computer)
- ✓ Convenient—applicant can complete when and where they want
- ✓ Digital end-to-end with automated reminders and option for electronic signature
- ✓ Confidential and auto-saves
- ✓ Direct line to phone support

Criteria

- Up to \$2 million amount of coverage
- Ages 18-60
- Electronic ticket (initial phase)
- Available for PL Promise Term and GUL¹
- Requires a unique email address for each insured



PACIFIC LIFE

Pacific Life Insurance Company

The primary purpose of life insurance is to protect the policy beneficiaries from the adverse financial consequences of the insured's death.

¹ PL PROMISE TERM Level Premium Term Life Insurance. Policy Form #P16LYT or ICC16 P16LYT and S16LYT10, S16LYT15, S16LYT20, S16LYT25, or S16LYT30, based on level premium period chosen and state of policy issue. PL PROMISE GUL No-Lapse Guarantee Universal Life Insurance. Policy Form #P18PRUL and S18PRUL or ICC18 P18PRUL and ICC18 S18PRUL, based on state of policy issue.

THE POWER OF PACIFIC

At Pacific Life, putting customers first has allowed us to serve families and businesses successfully for over 150 years. As part of a mutual holding company structure, we have no publicly-traded stock, so we can focus on long-term strategies, financial strength, and the best interest of our policyowners.

You and your clients, our policyowners, are at the heart of the business decisions we make.

Pacific Life is a product provider. It is not a fiduciary and therefore does not give advice or make recommendations regarding insurance or investment products.



PACIFIC LIFE

Pacific Life Insurance Company is licensed to issue insurance products in all states except New York. Product/material availability and features may vary by state. Insurance products and their guarantees, including optional benefits and any crediting rates, are backed by the financial strength and claims-paying ability of the issuing insurance company. Look to the strength of the life insurance company with regard to such guarantees as these guarantees are not backed by the broker-dealer, insurance agency, or their affiliates from which products are purchased. Neither these entities nor their representatives make any representation or assurance regarding the claims-paying ability of the life insurance company.

Life insurance is subject to underwriting and approval of the application and may incur monthly policy charges.

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Pacific Life Insurance Company's Home Office is located in Newport Beach, CA

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