



# GTL E-APP USER GUIDE

AVAILABLE ON ANY DEVICE!



# STEP-BY-STEP USER GUIDE

## ***Welcome to Guarantee Trust Life's e-App!***

It's always our goal to help develop new and innovative ways for you, our valued agent, to conduct business with us.

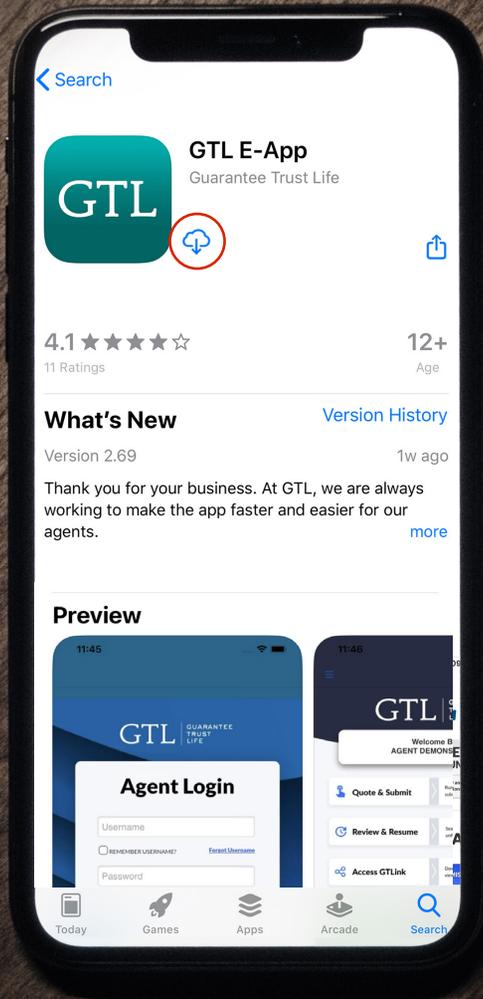
This state-of-the-art tool is designed to give you an easy platform to quote and submit business electronically to GTL from your customer's kitchen table using any type of device - Apple or Android, tablet or smart phone without having to be connected to the internet. It is also the same application that you can use from your desktop computer by logging into GTL's website. The e-App calculates rates for you, captures signatures, displays state specific forms, and much more! It's easier and faster to complete than a paper application!

Our e-App has all our top products including Advantage Plus® Elite and Indemnity Plus® Elite Hospital Indemnity Insurance, Precision Care™ Cancer Insurance, Recover Cash®, Short-Term Home Health Care Insurance, Heritage Life, Turbo Term, Critical Provider Plus, Cancer, Heart Attack and Stroke Insurance, Advantage Plus®, Home Care Secure, GTL Life Select, iGAP®, and Medicare Supplement Insurance. Please feel free to contact Sales Support at any time at **1-800-323-6907** or **agency@gtlic.com** with any questions on the e-App.



# HOW TO DOWNLOAD THE GTL E-APP

# HOW TO DOWNLOAD THE GTL E-APP



## #1

Open up the **App Store** on your Apple device or **Google Play** on your Android device.

## #2

Type in **GTL e-App** in the search bar.

## #3

Select the **teal GTL e-App icon**

## #4

Tap the **Download Icon** near the top of the screen.

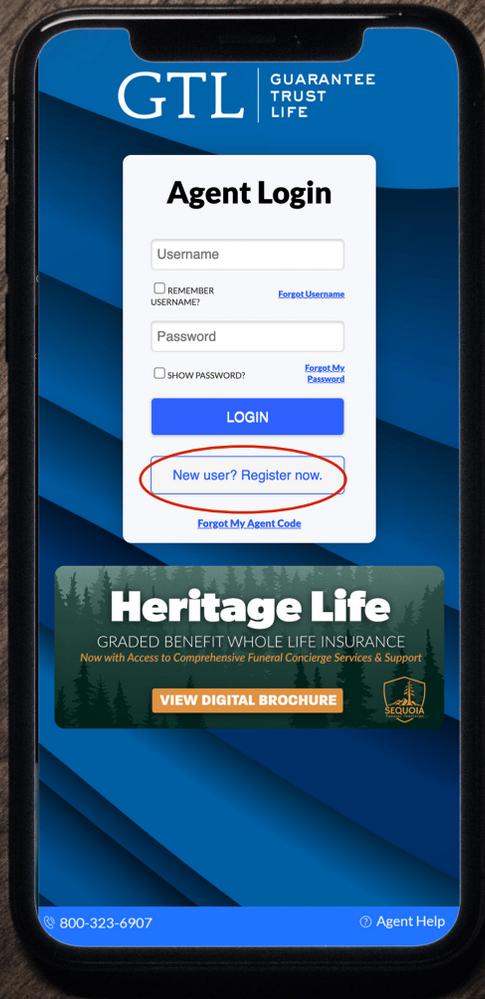
## YOU'RE ALL SET!

When it's finished downloading, the GTL e-App will appear in your **app grid**.



# HOW TO REGISTER ON THE GTL E-APP

# HOW TO REGISTER ON THE GTL E-APP



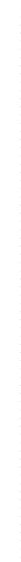
#1

Open up the GTL e-App by clicking on the GTL icon.

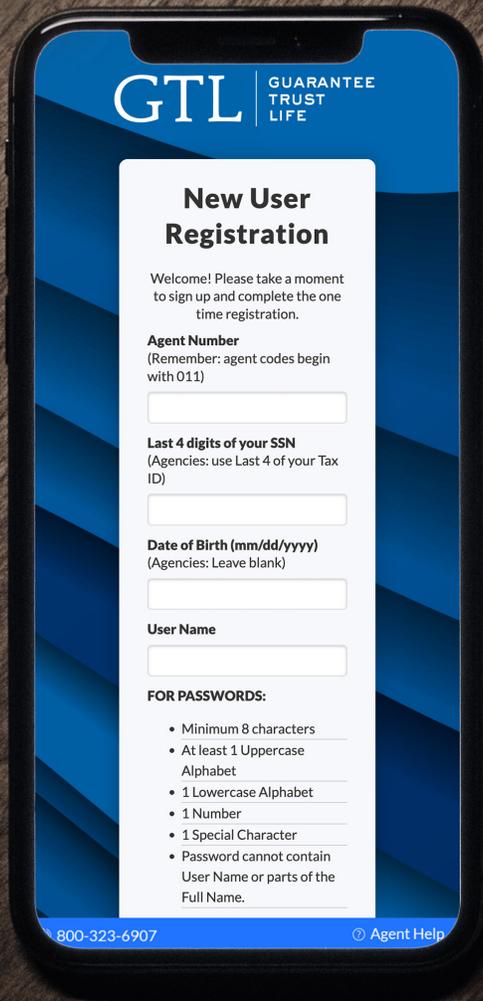


#2

To register, click the **Register Now** button.



# HOW TO REGISTER ON THE GTL E-APP



The image shows a smartphone screen with the GTL logo at the top. The screen displays a 'New User Registration' form with the following fields and instructions:

- Agent Number**  
(Remember: agent codes begin with 011)
- Last 4 digits of your SSN**  
(Agencies: use Last 4 of your Tax ID)
- Date of Birth (mm/dd/yyyy)**  
(Agencies: Leave blank)
- User Name**

**FOR PASSWORDS:**

- Minimum 8 characters
- At least 1 Uppercase Alphabet
- 1 Lowercase Alphabet
- 1 Number
- 1 Special Character
- Password cannot contain User Name or parts of the Full Name.

At the bottom of the screen, there is a blue bar with the phone number 800-323-6907 and a link for Agent Help.

#3

Type in your **Agent Code**  
This was assigned to you in your welcome pack.  
**Remember, all codes start with 011.**

#4

Type in your last **4 digits of your SNN #.**

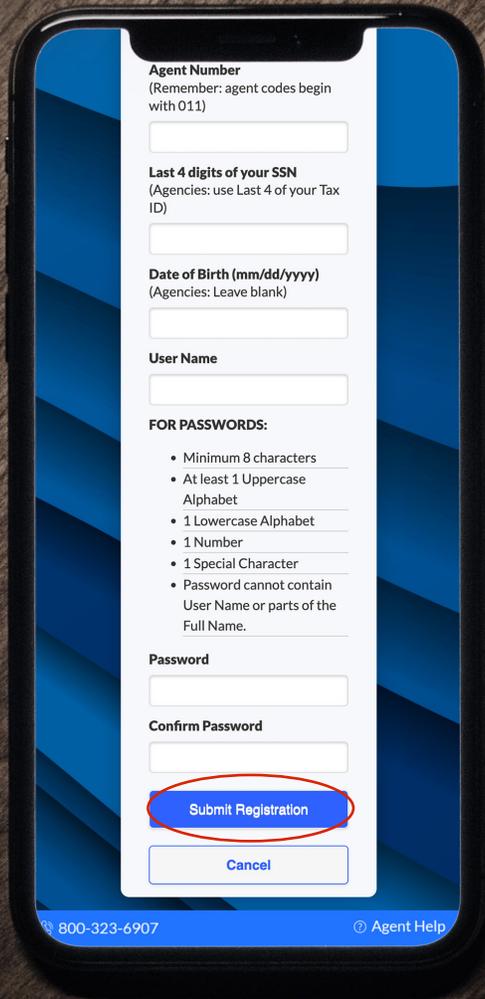
#5

Type in your Date of Birth

#6

Create your **Username.**  
We recommend making it something easy,  
such as your agent code.

# HOW TO REGISTER ON THE GTL E-APP



The image shows a smartphone screen with a registration form. The form fields are: Agent Number, Last 4 digits of your SSN, Date of Birth (mm/dd/yyyy), User Name, Password, and Confirm Password. A red circle highlights the 'Submit Registration' button. At the bottom of the screen, there is a blue bar with the phone number 800-323-6907 and a copyright notice for Agent Help.

**Agent Number**  
(Remember: agent codes begin with 011)

**Last 4 digits of your SSN**  
(Agencies: use Last 4 of your Tax ID)

**Date of Birth (mm/dd/yyyy)**  
(Agencies: Leave blank)

**User Name**

**FOR PASSWORDS:**

- Minimum 8 characters
- At least 1 Uppercase Alphabet
- 1 Lowercase Alphabet
- 1 Number
- 1 Special Character
- Password cannot contain User Name or parts of the Full Name.

**Password**

**Confirm Password**

**Submit Registration**

**Cancel**

800-323-6907 © Agent Help

#7

Create your **Password**.

It needs to have a minimum of **8 characters**: using 1 uppercase letter, 2 lowercase letter, 1 number and 1 special character.

**It cannot contain your Username or parts of the Full Name.**

#8

Confirm your **Password**.

#9

Click **Submit Registration**.

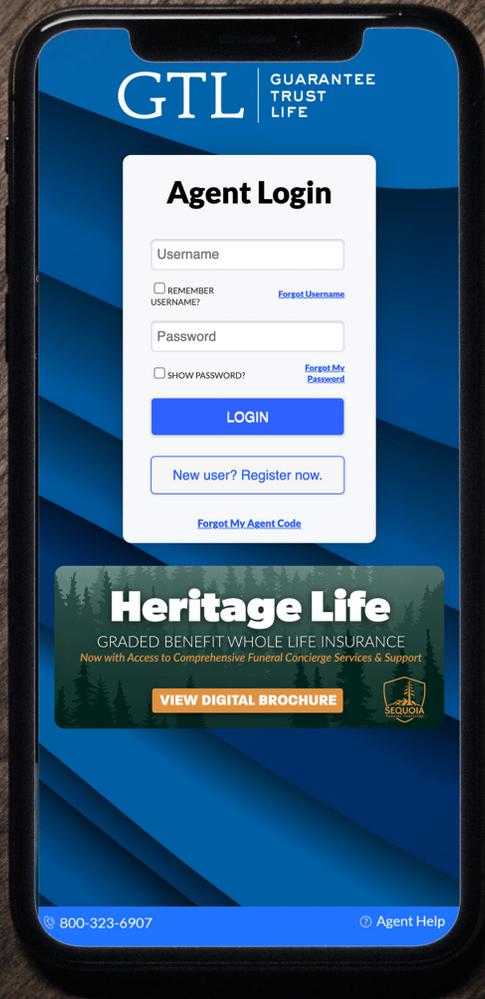
**AND THAT'S IT!**

You are now registered in the GTL Agent Portal with access to quoting tools, applications, marketing materials and more on the go!



# HOW TO LOG IN ON THE GTL E-APP

# HOW TO LOG IN TO THE GTL E-APP



**#1**

Open up the GTL e-App by clicking on the GTL icon.



**#2**

Type in your **Username** that you created.



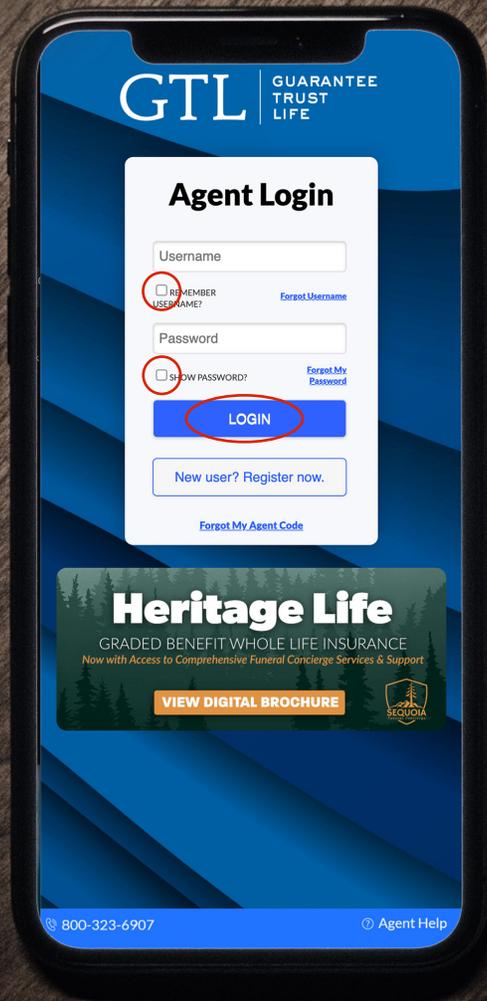
**#3**

Type in your **Password**.

**Reminder:** the password you created has a minimum of 8 characters; using 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character.



# HOW TO LOG IN TO THE GTL E-APP



## #4

You can click the checkboxes to **remember your Username** in the future and **show your password** to ensure you're typing it in correctly.

## #5

Click the **LOGIN** button.

## #6

If this is **your first time logging in**, please select the states you would like to support.

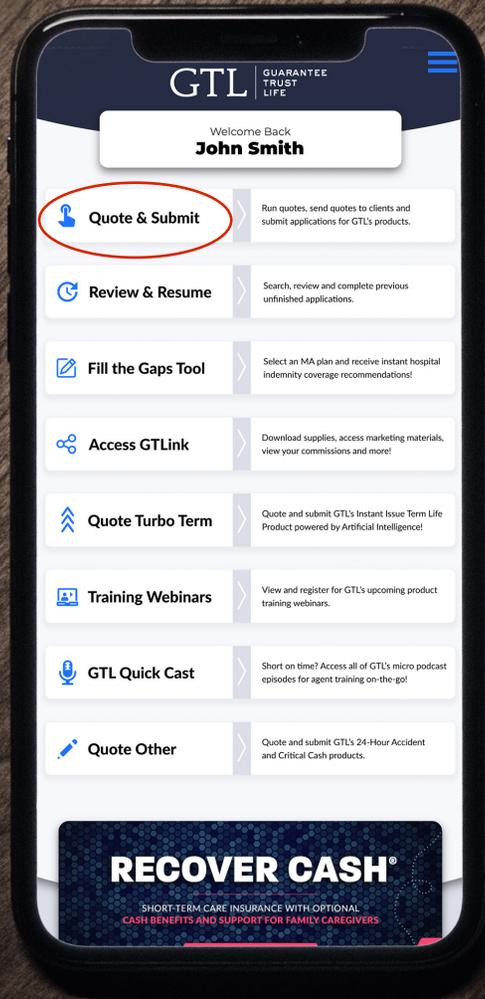
## NOW YOU'RE IN!

You can now use the GTL e-App for everything GTL on-the-go!



# HOW TO QUOTE ON THE GTL E-APP

# HOW TO QUOTE ON THE GTL E-APP



**#1**

Tap the **Quote & Submit** button to get started.



**#2**

Enter in the applicant(s) information, select the effective date and then the issue state.

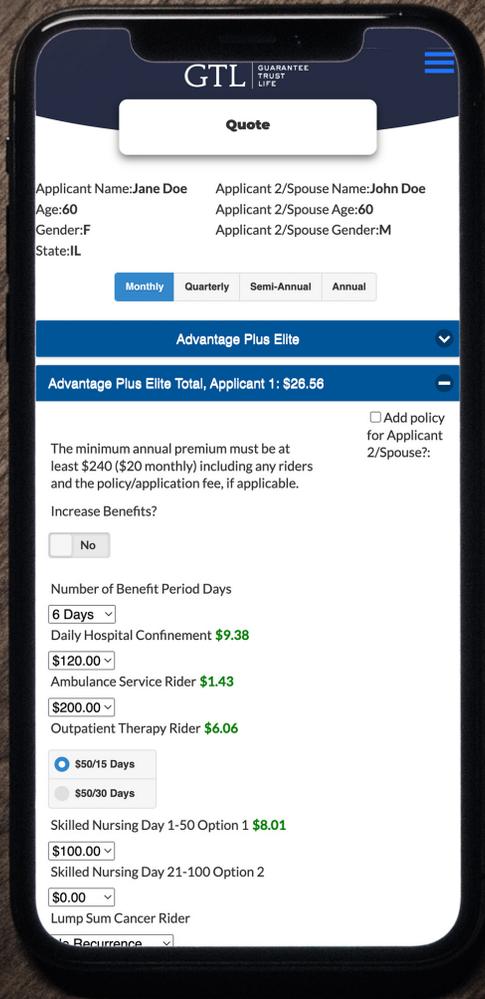


**#3**

Select the product(s) you are looking to quote.



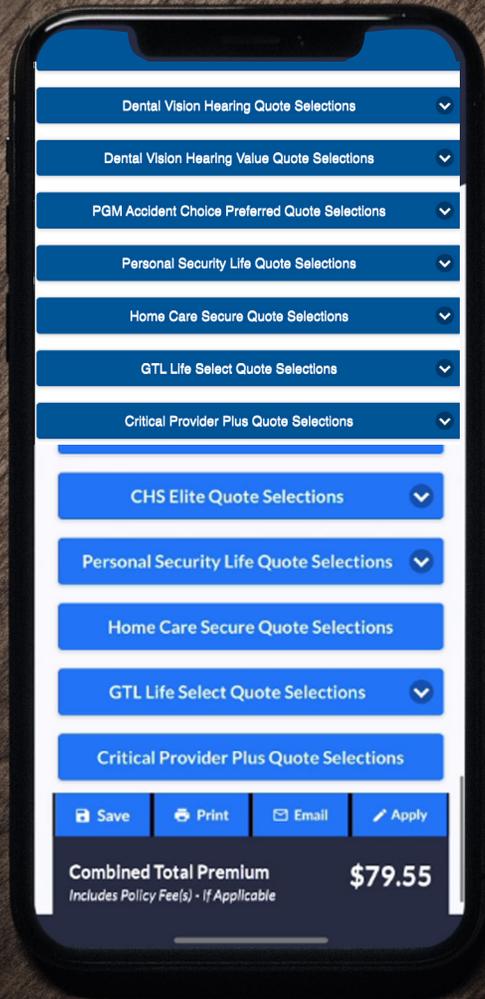
# HOW TO QUOTE ON THE GTL E-APP



## #4

Select the benefit amounts and desired riders.

# HOW TO QUOTE ON THE GTL E-APP



#5

Scroll to the bottom to see the total premium. Below, you can save, print or email the quote.

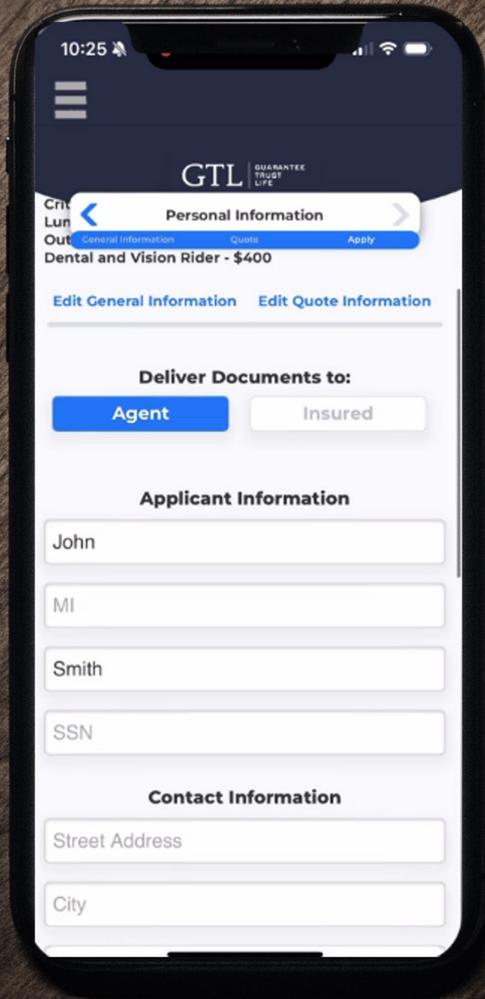
**NOW YOU'RE READY TO APPLY!**

Tap the **Apply** button at the bottom to continue.



# HOW TO SUBMIT AN APPLICATION ON THE GTL E-APP

# HOW TO SUBMIT AN APPLICATION ON THE GTL E-APP



## #1

After you complete a quote, tap the blue **Apply** button at the bottom.

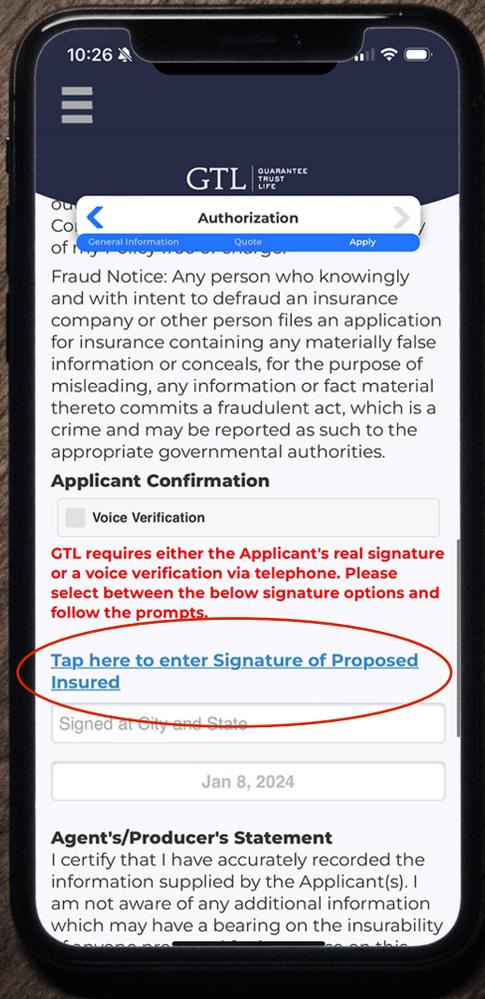


## #2

Enter the applicant's information as described in each section. Enter in the applicant's beneficiary information if applicable.



# HOW TO SUBMIT AN APPLICATION ON THE GTL E-APP



#3

Complete the underwriting questions and coverage information.

#4

Have applicant(s) read and sign the Acknowledgements and Authorization. Complete the agent information and sign.

**THAT'S IT!**

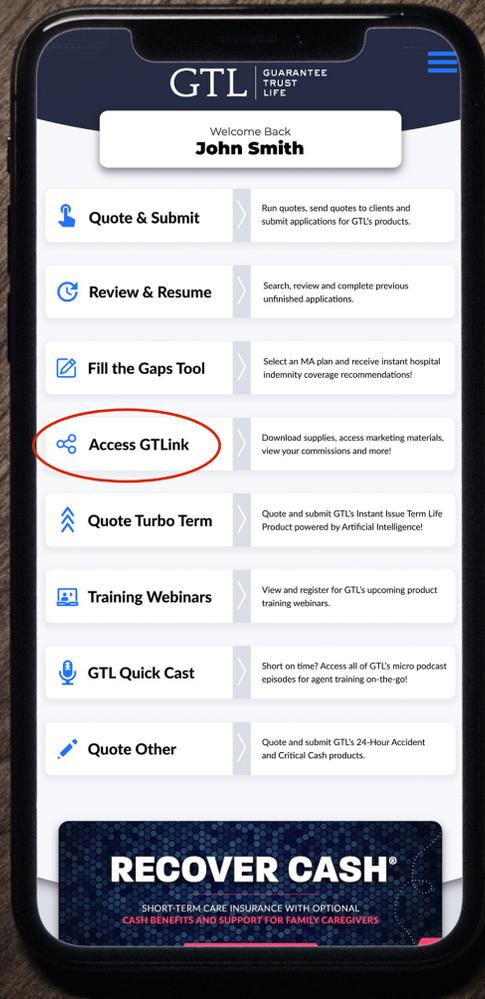
The submitted application will show up in your Recent Business on GTLink by the next business day.



# **GTLINK OVERVIEW**

## **ON THE GTL E-APP**

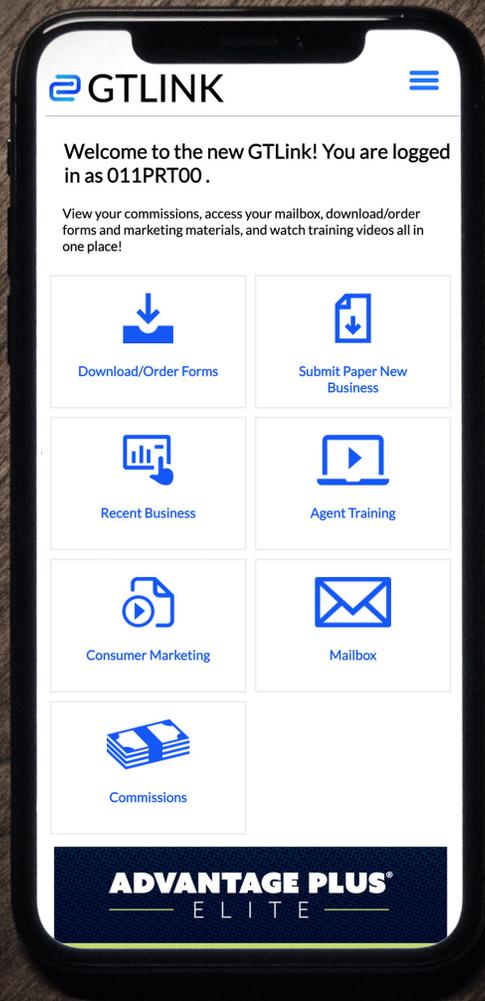
# GTLINK OVERVIEW ON THE GTL E-APP



# #1

Tap **Access GTLink** on the e-App home screen.

# GTLINK OVERVIEW ON THE GTL E-APP



## #2

Tap **Download/Order Forms** to search for, download and order supplies. See our How to Order Supplies section on page 14 for a more in depth look at the process.

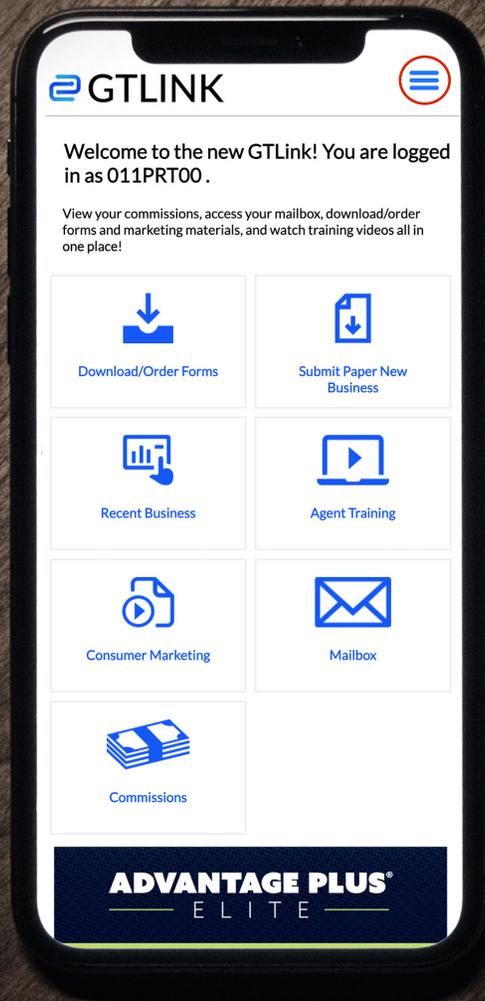
## #3

Tap **Recent Business** to view your recent business for the past 90 days.

## #4

Tap **Agent Training** to access previously recorded agent training product webinars.

# GTLINK OVERVIEW ON THE GTL E-APP



#5

Tap **Consumer Marketing** to access and download marketing materials for each of GTL's products.

#6

Tap **Mailbox** to view your letters and notices.

#7

Tap **Commissions** to view your commissions statement.

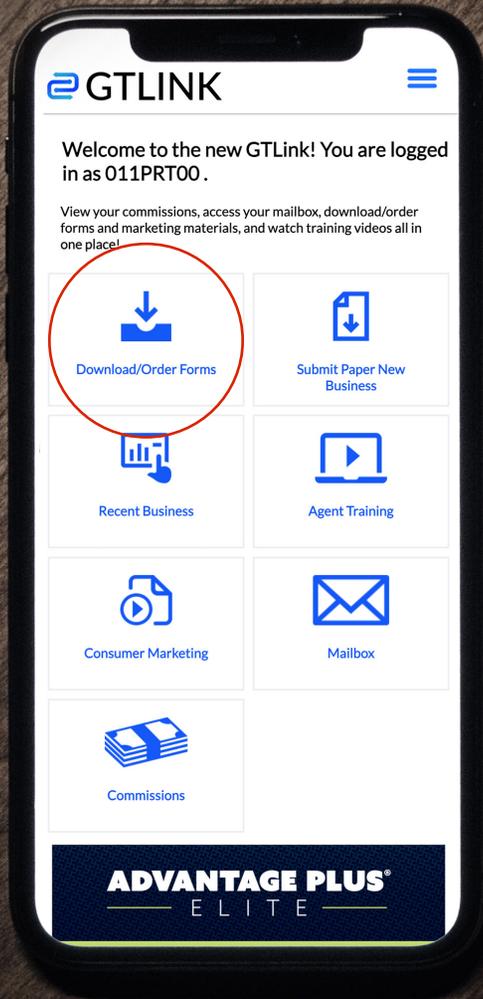
#8

Tap **the menu in the top right** to quickly navigate to every page including GTL's contact information.



HOW TO  
**ORDER SUPPLIES**  
ON THE GTL E-APP

# HOW TO ORDER SUPPLIES ON THE GTL E-APP



## #1

Tap **Access GTLink** on the e-App home screen.

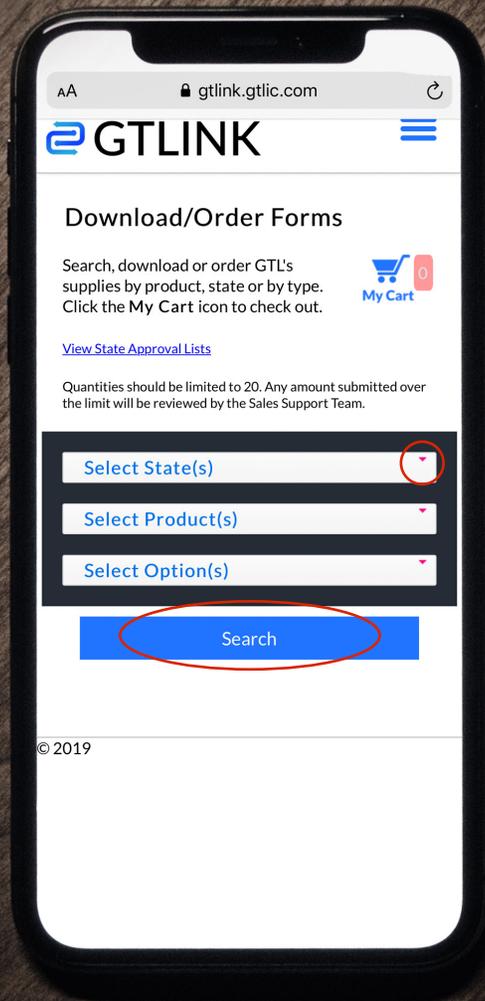


## #2

Tap **Download/Order Forms** to search for, download and order supplies.



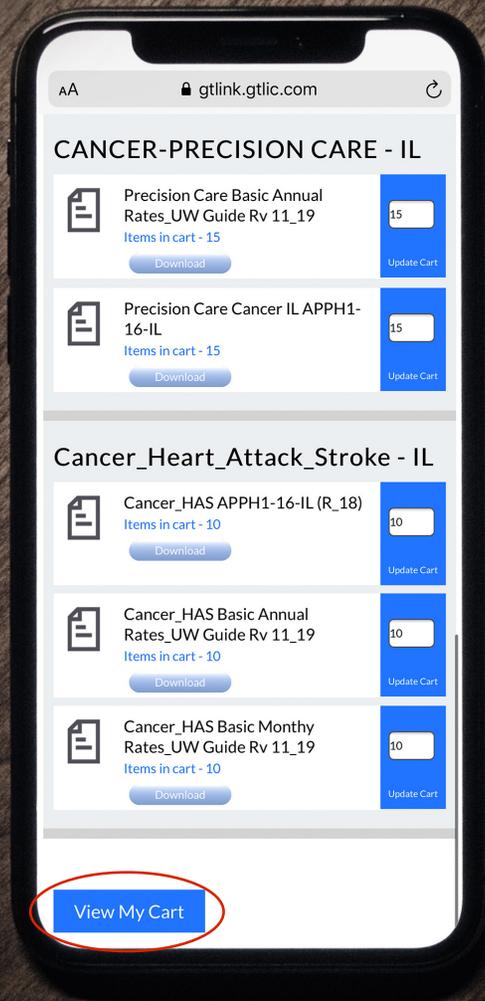
# HOW TO ORDER SUPPLIES ON THE GTL E-APP



## #3

Use the dropdowns to select your desired state(s), product(s), and/or option(s), then tap the **Search** button.

# HOW TO ORDER SUPPLIES ON THE GTL E-APP



#4

Scroll down to view the search results. Each result allows you to add quantities to your cart or download them directly to your device/computer.

#5

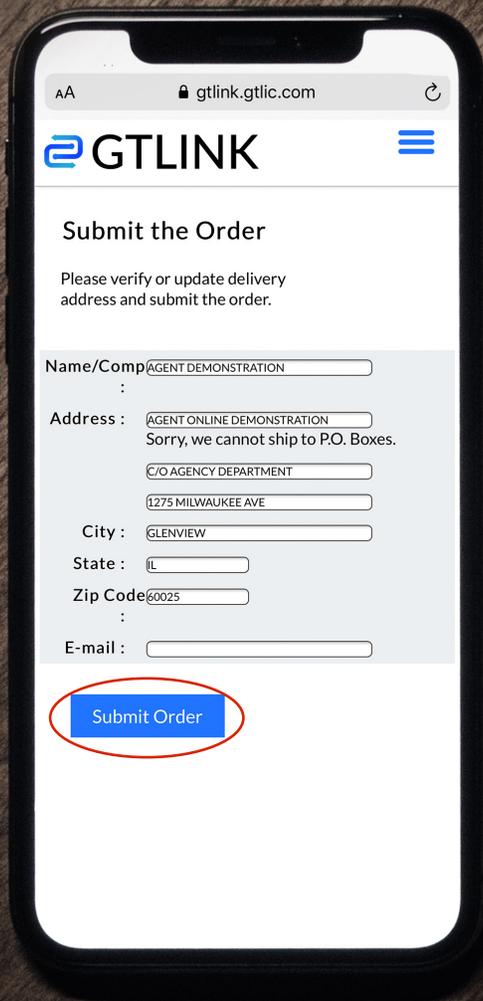
Enter the quantities for each of the desired documents you are looking to order.

*Please note: Orders of 20 or more for any document will be subject to internal review.*

#6

Tap the blue **View My Cart** button at the bottom of the page.

# HOW TO ORDER SUPPLIES ON THE GTL E-APP



#7

Review your cart. Here you can change the desired quantities, delete items or downloads to your device/computer.

Tap **Continue**.

#8

Review your delivery address and update if necessary. Then tap **Submit Order**.

*Please note: We cannot ship to P.O. Boxes.*

**YOU'RE DONE!**

You have the option of printing off the supply order receipt at the bottom of the page.



FREQUENTLY  
**ASKED QUESTIONS**

**Q: Does the applicant have to complete a Verification Call?**

A: No, not if using the mobile app- the client can physically sign with their finger on your mobile device's screen when submitting business. A voice verification must be completed if submitting business via a web browser via gtlic.com. Text-to-sign and digital signature (using mouse or touchscreen) are also available on desktop. Please use our toll-free 24/7 automated verification system by calling (866) 839-5132.

**Q: Can my client pay their premium with a credit card on the e-App?**

A: No, not at this time.

**Q: I'm a new GTL agent who hasn't submitted my first piece of business yet, can I use the e-App?**

A: Yes. You can submit your first application to GTL using the e-App. However, your first application will not be eligible for straight through processing. We'll receive the application electronically but your state insurance license will need to be verified first. Once verified, the system can then electronically approve the policy.

**Q: Are all of GTL's products available for submission?**

A: Advantage Plus® Elite and Indemnity Plus® Elite Hospital Indemnity Insurance, Precision Care™ Cancer Insurance, Recover Cash®, Short-Term Home Health Care Insurance, Heritage Life, Turbo Term, Critical Provider Plus, Cancer, Heart Attack and Stroke Insurance, Advantage Plus®, Home Care Secure, GTL Life Select, iGAP®, and Medicare Supplement Insurance.

Please feel free to contact Sales Support at any time at **1-800-323-6907** or **agency@gtlic.com** with any questions.