

Tele-Interview Vendor Updated

410NB

Date: July 21, 2022**Effective:** July 23, 2022

North American continues to offer a digital Online Part 2 experience for clients to provide their health and lifestyle history. However, we recognize that not all clients are able to complete the Part 2 online due to language barriers and/or visual or technical limitations. For those clients, we will continue to provide a tele-interview option.

On July 23, 2022, we will transition to Management Research Services (MRS) for tele-interviews completed as part of our WriteAway[®] Accelerated Underwriting process. We do not anticipate service level changes as we transition to MRS from our current vendor, Elite Sales Processing Inc. (ESP).

Please note the following details regarding the transition period between ESP and MRS.

- ESP will process all tele-interview orders through **Friday, July 22**.
- Beginning **Saturday, July 23**, all new tele-interview orders will be submitted to MRS.
- Pending tele-interviews that are not completed as of **Saturday, July 23**, will be moved to MRS.
- The phone number for clients to complete a tele-interview with MRS is the same phone number used for ESP, which is 855-584-3339.
- Any partially completed tele-interviews with ESP as of **Friday, July 22**, will need to start over with MRS.
 - We have recently reviewed all pending tele-interviews and have communicated on impacted cases.
- For a short period of time, you will continue to see ESP as the author on tele-interview statuses on the Paperless Pending report. This will be updated to “Tele-Interview” in the future.

MRS Information

- Management Resource Services (MRS) was founded in 1988 to provide a high-end product and customer experience for the life and health insurance industries.
- Call Center Hours – MRS provides longer hours on Friday and availability on Saturday!
 - **Monday through Friday:** 8 a.m.– 9 p.m. CDT
 - **Saturday:** 8 a.m.– 3 p.m. CDT
- MRS provides a similar calling pattern to ESP and uses the “Best Time to Contact” when that information is provided.

If you have any questions, please contact your MGA.

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