## Manulife

**Mortgage Protection Plan®** 

# What happens when you submit an MPP form?

So, you've talked to your clients about the benefits of mortgage protection and left them an MPP form with their mortgage documents.

#### What's next?

This is your opportunity to help ensure your clients have a great experience and get the coverage they expect. This infographic shows the next steps in the process and how you can help the process go as smoothly as possible for your clients.



#### Give your client the Mortgage Protection Plan form once the file is approved by the lender.

Remember to check the form for:

- Accurate contact information (cell and email)
- Void cheque
- Client's initials for life or disability insurance
- Client's signature and date



#### Submit the form ASAP!

Send it to:

forms@brokersupportcentre.com or apps@mppbroker.com

Remember: Clients are automatically approved for interim coverage up to a maximum of \$300k, if the form is received with banking information.

Note: No-cost interim coverage start and end dates are provided on the MPP form and will begin when Manulife receives the accepted and completed form.



## Client will receive a call from Manulife to complete

the needs analysis and coverage selection.

Important: If Manulife cannot reach your client (they don't answer the calls or return voicemail messages) to complete the needs analysis and coverage selection before the interim coverage end date, they will no longer be protected. Manulife will close the file and no premium will be collected.



#### Clients applies for MPP insurance via a Licensed Insurance Agent (LIA).

If client answers "No"to all health questions. is < 50 years old and has

a mortgage under \$1MM, they are approved for the coverage as applied.

The LIA will discuss protection options that best suit your client's needs, budget, and lifestyle. They can apply for life or disability insurance Partial coverage is also available if they have other existing coverage.



#### **Client receives Welcome** Package and Certificate of Insurance in the mail

Remind client to review the package carefully and make sure they understand their coverage. If they require changes or have questions about their coverage, they can call 1-866-677-4366.



#### If client answers "Yes" to any health questions and/or exceeds age/mortgage amount limits they will receive another call from Manulife to complete the underwriting process.

Note: If your client doesn't complete the 2nd call, they will get accidental death or disability coverage by default.



#### Client doesn't accept coverage.

Follow up with reminder that they can reconsider at any time and send them additional information on mortgage protection.







# **Questions? Contact:**

- Sales Director
- Broker Sales Support 1-866-677-4677 ext. 2 mppsupport@manulife.ca

Limitations, conditions, and exclusions may apply.

### The Manufacturers Life Insurance Company (Manulife)

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