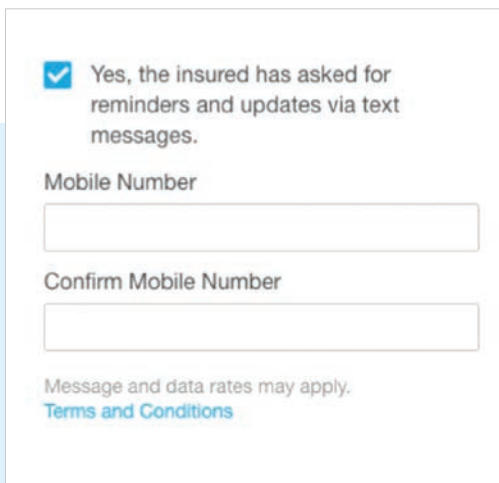


# TeleLife<sup>®</sup> text message reminders

Clients can opt-in to receive text message reminders for their TeleLife interview. Text message reminders are expected to increase interview completion rates and reduce front-end cycle time.

There are two ways a client can opt-in to receive this service: Agents can enroll their clients during the application process in EZ-App<sup>SM</sup>, or clients can opt-in via a link in the welcome email.



Yes, the insured has asked for reminders and updates via text messages.

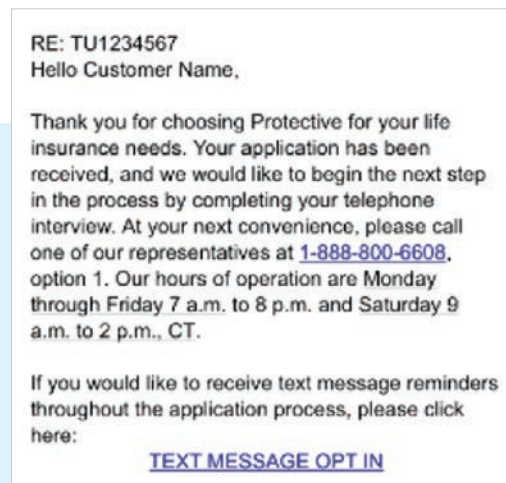
Mobile Number

Confirm Mobile Number

Message and data rates may apply.  
[Terms and Conditions](#)

## Agent opt-in via EZ-App<sup>SM</sup>

Agents have the option to enroll clients for the text message reminder service during the application process in EZ-App. Agents should review the Terms and Conditions with their clients at <https://www.protective.com/text/>



RE: TU1234567  
Hello Customer Name,

Thank you for choosing Protective for your life insurance needs. Your application has been received, and we would like to begin the next step in the process by completing your telephone interview. At your next convenience, please call one of our representatives at [1-888-800-6608](tel:1-888-800-6608), option 1. Our hours of operation are Monday through Friday 7 a.m. to 8 p.m. and Saturday 9 a.m. to 2 p.m., CT.

If you would like to receive text message reminders throughout the application process, please click here:  
[TEXT MESSAGE OPT IN](#)

## Client opt-in via welcome email

Clients not enrolled by an agent will be able to opt-in via a link in the welcome email sent at the beginning of the TeleLife process.



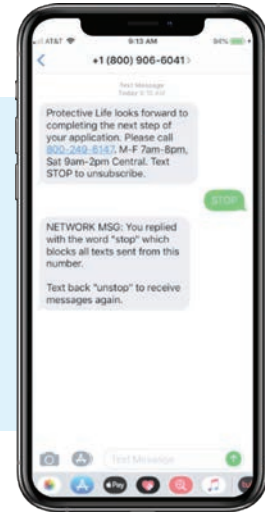
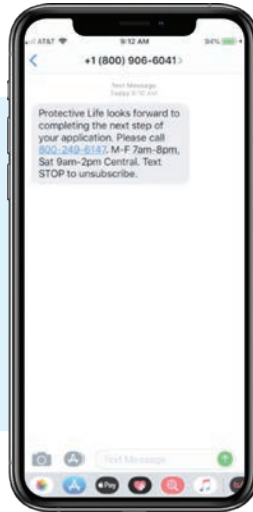
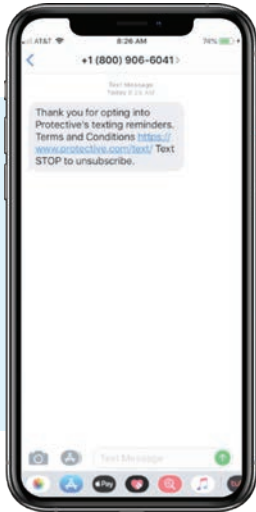
Clients will first receive a confirmation text with the Terms and Conditions, followed by interview reminders.



Clients can text STOP to unsubscribe from text reminders.

**Additional information on next page.**

## TeleLife text message reminders



## TeleLife communication strategy

Day	Communication
1	1st Call; Email and/or text*
2	Email and/or text
3	2nd Call; Email and/or text
4	No communication
5	3rd Call
6	Email and/or text
7	No communication
8	Email and/or text
9	No communication
10	Email and/or text; close file



For additional support, contact the Internal Wholesaler Desk at: **800-500-2995.**

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Not Insured By Any Federal Government Agency		May Lose Value