

Carrier	Guidelines
<b>Accordia Life</b>	All lab results will be accessible through AccessMyLab online. Applicants will view or print their lab results from a secure website using credentials provided at the time of their insurance exam by the examiner. Lab results will be available online approximately two weeks after an exam. Go to <a href="http://www.accessmylab.com">www.accessmylab.com</a> and enter the Slip ID located on the consent form provided by the examiner at the time of exam.
<b>AIG</b>	The insured must complete the lab card included in the policy or final decision letter to request results. All CRL lab results will be accessible through AccessMyLab online. Applicants will view or print their lab results from a secure website using credentials provided at the time of their insurance exam by the examiner. Lab results will be available online approximately two weeks after an exam. Go to <a href="http://www.accessmylab.com">www.accessmylab.com</a> and enter the Slip ID located on the consent form provided by the examiner at the time of exam.
<b>Banner</b>	A copy of the lab results are provided to the GA automatically on all AppAssist business. Copies are mailed to the client for both traditional and AppAssist business.
<b>John Hancock</b>	Lab results will automatically be mailed to client within 15 days after they have been processed
<b>Lincoln Financial</b>	Lincoln will no longer provide a printed copy of Lincoln ordered lab results with the policy delivery package. Information will be provided to the client directly about viewing their lab results online. If your client would like to request a paper copy of their lab results, please contact the exam vendor directly.
<b>MetLife</b>	When an applicant completes a life insurance examination, he or she will be given a brochure with instructions regarding how to access their lab results online. He or she can then visit <a href="http://www.MyExamOne.com/Results">www.MyExamOne.com/Results</a> to create an account. An email notification will direct the applicant back to the website to view the lab results when ready.

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**North American** Lab results will be sent to the applicant upon written request.

**Protective**

When an applicant completes a life insurance examination, he or she will be given a brochure with instructions regarding how to access their lab results online. He or she can then visit [www.MyExamOne.com/Results](http://www.MyExamOne.com/Results) to create an account. An email notification will direct the applicant back to the website to view the lab results when ready.

**Prudential**

The client must go to [www.AccessMyLab.com](http://www.AccessMyLab.com) and enter Slip ID, located on the consent form provided by the examiner at the time of clients exam. When prompted, enter the last four digits of client's phone number. A PIN will be provided to you via text or voice message from an Interactive Voice System. Enter the PIN to view your lab report online. Save or print.

**SBLI**

The client can request lab results by sending a request to [records@sbli.com](mailto:records@sbli.com). Client should have received a brochure from the examiner which has information on how they can log into Exam One's website and view their lab results online.

**Symetra**

A written request from the insured is required to release lab results.

**Transamerica**

A written, verbal or e-mail request is required to release lab results. The request can be made by the client or agency, however, the results will only be sent to the insured or their doctor. Submit the request to New Business at 800-295-3990 or [tig-nbuw@transamerica.com](mailto:tig-nbuw@transamerica.com)

**United of Omaha**

Results are automatically sent 5 days after the policy has been issued. If the insured would like the results prior to this, a written request is required.

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