

Get answers to common questions



Q | What if Principal[®] receives a bounce-back message from the client's email address?

We'll reach out to the contact listed on the Part B Request Form to verify the email address so we can resubmit the email to the client.

Q | What if clients lose or don't receive their email?

We'll confirm the email address on file. If it's correct, we'll resend the email. If not, we'll follow the same steps as when an email bounces back (see above). Online application links expire after 30 calendar days. If this happens, the request will need to be resubmitted.

Q | What if a phone interview has been requested but the Medical Application Specialist isn't able to reach the client?

The Medical Application Specialist will leave a voice message, if possible, and then email the client a follow up that includes a link to complete online Part B. The client can return the TeleApp Contact Center call to complete a phone interview or use the link to complete it online when it's convenient.

Q | What if the client starts the online Part B but calls into the TeleApp Contact Center to complete the interview over the phone?

The Medical Application Specialist will help the client exit out of the online system so the phone interview can be completed.

Q | What if the client calls the TeleApp Contact Center for help getting started and prefers to complete the process online?

The Medical Application Specialist will provide step-by-step instructions on how to do this.

Q | If clients want to apply for disability insurance and life insurance at the same time, can they complete a single online Part B?

Yes. When you request Part B, indicate it's a life and DI combo application. The client will be presented with both the life insurance and disability insurance questions when completing online Part B.

If "life only online Part B" is initially requested, but the client decides he or she also wants disability insurance, we will call the client to ask the disability insurance-specific questions.

Q | What if the original link has expired?

The online application link expires after 30 calendar days. If this happens, you'll need to contact us to request that we send a new email to the client.

Q | How can I obtain the status of the online Part B process?

The field office contact will receive copies of the 5-day and 10-day follow-up emails, as well as a draft copy of Part B once it has been completed and the full application is received. If you need additional information regarding status, you can call 888-835-3277, main option 1, sub-option 4.

Principal TeleApp Contact Center is available to help answer questions you and your clients might have. Call us at 888-835-3277, main option 1, sub-option 4.

TeleApp Contact Center hours:

Monday-Thursday, 7 a.m.-10 p.m. CT

Friday, 7 a.m.-7 p.m. CT



Call the National Sales Desk at 800-654-4278.



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