



# AN INFORMATION GUIDE TO COMPLETING A TELE-INTERVIEW

Utmost Worldwide now offers a tele-underwriting service which allows applicants to provide information about their health and medical history to an experienced health professional over the telephone. This new service means you will no longer be required to complete a medical questionnaire and it also replaces the automatic requirement for a GP Report.

## WHAT IS A TELE-INTERVIEW?

A tele-interview is conducted over the telephone by a trained nurse who will gather details of your health, lifestyle and medical history. The purpose of the call is to obtain risk-related information directly from you which can then be assessed by our underwriters with a view to making a decision on providing insurance cover or identifying any additional requirements that need to be fulfilled before such a decision can be reached.

## THE BENEFITS

- › The process is a lot quicker for all involved, you can do the interview from home, or wherever is convenient.
- › As you are speaking with a trained nurse, they are able to immediately ask additional questions on specific conditions you may mention, as a result there will be less follow up required with your regular medical attendant.
- › All calls are confidential, and you can access the transcript at any time.



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<p>WHAT DO I NEED TO DO?</p>	<p>Before your tele-interview is organised, you will be asked to provide your contact details. The nurse will telephone you directly and ask if it is a suitable time to take the call. Please make sure that you allow at least 30 minutes for the interview.</p> <p><b>Before the call, please spend some time preparing the following information:</b></p> <ul style="list-style-type: none"> <li>› Details of any medication you are currently taking including the names of each medication and quantities or dosage recommended by your doctor.</li> <li>› Any past or present medical condition(s) suffered (other than very minor ailments, such as the common cold).</li> <li>› Details of any surgeries undergone or planned.</li> <li>› Any current tests or investigations e.g. blood pressure or cholesterol tests. Please give results if available at the time of the tele-interview.</li> <li>› Details of any sick leave over 15 days taken due to illness or accident.</li> <li>› Details of any serious condition, such as cancer, heart attack or stroke suffered by a member of your immediate family.</li> <li>› Details on your lifestyle including sports, travel, hobbies, tobacco and alcohol consumption.</li> <li>› Confirmation of your occupation.</li> <li>› Your weight and height.</li> <li>› Any other material facts that you feel will be important for us to consider as part of your application.</li> </ul> <p>This interview forms an integral part of your contract and will be recorded. It is really important that the information you provide is correct and complete. If you do not answer the questions truthfully or in full, it could mean that your cover might be rendered invalid and future claims may not be paid.</p> <p>If you are unsure about any aspect of the interview, please let us know.</p>
<p>WHAT HAPPENS AFTER THE INTERVIEW?</p>	<p>The information gathered during the call will be reviewed by Utmost Worldwide underwriters with a view to making a decision or identifying any additional requirements that need to be fulfilled. If further information is required following your interview you will be contacted about the outstanding requirements and next steps.</p> <p>The underwriting decision will be communicated to your employer, no medical information will be shared.</p>
<p>CAN THE TELE-INTERVIEW BE CONDUCTED IN OTHER LANGUAGES?</p>	<p>We have taken into account the multinational profile of our clients and their employees and can offer the tele-interview service in a number of European languages including English, German, Italian, French, Spanish, Polish and Swedish.</p>
<p>WHO SHOULD I CONTACT IF I HAVE ANY QUESTIONS?</p>	<p>We have a dedicated email address <a href="mailto:underwritingandclaims@utmostworldwide.com">underwritingandclaims@utmostworldwide.com</a> that can be used for any future underwriting correspondence.</p>

## A WORLD *of* DIFFERENCE

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