



Procedure to be given to the client

Phone interview preparation

Thank you for choosing SSQ Insurance. We are pleased to offer you a phone interview service provided by Dynacare to facilitate your application process.

1. Phone interview



A professional from Dynacare will contact you on behalf of SSQ Insurance to gather some information in order to complete your insurance request. This phone interview will last approximately 25 minutes. You can help expedite this interview by being prepared with the **following information**:

Names, addresses and phone numbers of any doctors you have seen within the last 5 years, and the following information:

- names of clinics/hospitals visited,
- purpose of the visits,
- tests taken,
- test results,
- treatments or medications prescribed.

Names and dosages of any medications that you are currently taking.

Upon the first phone call, if you are unavailable to answer the questionnaire:

The professional from Dynacare will advise you which number you should use to call back at a convenient time for you in order to answer the questionnaire.

Should we not hear back from you, the professional from Dynacare will attempt to call you until the questionnaire is fully answered, or for a maximum of 10 business days.

2. Nurse's visit



In addition to answering the questionnaire, you may be contacted by a nurse to arrange a visit in order to gather additional medical information—e.g. blood pressure, height and weight measurements.

3. Underwriter's evaluation



Once all of the collected information is received, forwarded and evaluated by an underwriter, your advisor will contact you directly.



**For more information,
please call toll-free at 1-877-277-4357.**