

Fixed index  
universal life  
insurance (FIUL)

# New Business and Underwriting: Committed to Service

We're committed to being consistent and dependable partners – whether you're sending a new application, have a question for your case manager, or just need to know our processing times.

	SLA (in business days)	Internal Partner
<b>Application Entry and Confirmation</b>	3	Case Manager
<b>Administrative Requirement Review</b>	4	Case Manager
<b>Underwriting Requirement Review</b>	5	Underwriter
<b>Final Underwriting Decision</b>	3	Underwriter
<b>Policy Issue/Send Out</b>	3	Case Manager
<b>Delivery Requirement/Premium Processing</b>	4	Case Manager
<b>Informal Case Review</b>	15	Underwriter
<b>Phone Call Response</b>	2	Underwriter/Case Manager
<b>Email Response</b>	2	Underwriter/Case Manager

**Our goal is to be accessible and responsive – that means your dedicated team will be accessible by phone whenever possible. If your team is on another call or not available, they'll return your phone call or email within two business days.**



For financial professional use only – not for use with the public.

Guarantees are backed solely by the financial strength and claims-paying ability of Allianz Life Insurance Company of North America (Allianz).

Product and feature availability may vary by state and broker/dealer.

Products are issued by Allianz Life Insurance Company of North America, PO Box 59060, Minneapolis, MN 55459-0060. 800.950.1962. [www.allianzlife.com](http://www.allianzlife.com)

ASI-480 (12/2021)