

# Agency Support Model 2.0

Operations Announcements



Changes happening in  
**August 2021**

## Extended Hours

Effective August 2 NBUW will be open until 8PM to support Application related inquiries via [AOS@allianzpnblife.ph](mailto:AOS@allianzpnblife.ph)

## Agency-dedicated Onboarding Team

We're expanding our NBUW team to support the growing needs of the Agency. **Starting Aug 2**, applications submitted by the Agency will be processed by a dedicated team of New Business processors and Underwriters. This aims to decrease the wait time to process applications and deliver a distinct service to our Agency force.

Email: [customeronboarding@allianzpnblife.ph](mailto:customeronboarding@allianzpnblife.ph)

## Agency MDRT Lane

This specialized lane officially opens this August. MDRTs are prioritized in the Application processing.

## Pre-screening 101: An Application Training for BDS (coming on Aug 18)

All Agency BDS will receive an in-depth course on all things pre-screening in August and September. Recurring trainings will continue to be facilitated to enrich the knowledge of BDS and allow them to support the Agency even better.

#wemakeiteasy4u



Meet your  
**Onboarding Agency Support Team**

And find out more about the changes to the application submission process for Agents