

Allianz Journey User Guide Bancassurance

Version 1.0_20Nov2020



WHY USE ALLIANZ JOURNEY?

Because it makes selling easy as **1-2-3**!







End to End Sales Tool (SIMPLE)

Journey is a presentation tool, proposal generator, application form, and submission checklist all in one!





Paper-less & Hassle Free Sales Process (EASY)

Not enough application forms? No xerox machine / scanner accessible? Worried that the file size of your scanned applications are too heavy to send over email?

Let Journey ease your worries and fears by enabling you to sell paperfree, anywhere, anytime!





Faster processing (FAST)

Enjoy priority processing when you submit an eApp via Journey! Same day approval for clean applications!

PREPARING TO USE JOURNEY



PREPARING TO USE JOURNEY (FIRST TIME USERS)

1

Be (Android) Tablet-Ready!



We heard you!

Get to purchase your tablet with the additional loan plan of PHP 15.000!

There are three (3) amount options: PHP 15,000, PHP 25,000 and PHP 50,000. Choose your preferred loan scheme based on the available terms.

WHAT ARE THE ELIGIBLE TABLETS THAT I CAN BUY?

You can choose between **The Galaxy Tab S** or **Tab A Series**, as seen below:

GALAXY **TabS** Series



- Galaxy Tab **S7**+ = PHP 63,990
- Galaxy Tab S7= PHP 47,990
- Galaxy Tab **S6** = PHP 47,990
- Galaxy Tab S6 Lite = PHP 26,990

Samsung
GALAXY TabA Series



- Galaxy Tab A7 = PHP 16.990
- Galaxy Tab A 10.1 = PHP 16,990

Disclaimer: The price of the tablets is based on the Samsung Philippines official website.

Minimum Tablet Specs:

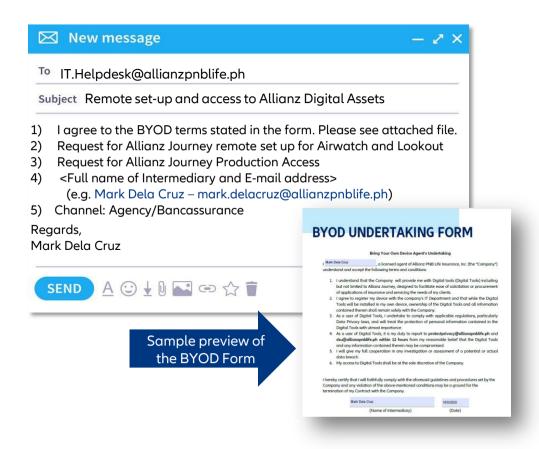
- 3gb RAM
- 32GB Internal Memory
- 9inch screen
- Android 8 minimum



PREPARING TO USE JOURNEY (FIRST TIME USERS)

2 Sign the BYO

Sign the BYOD & Request for Installation



Have the intermediary fill out the BYOD Undertaking and email it to IT.Helpdesk@allianzpnblife.ph.

CC: AZJourneySupport@allianzpnbloife.ph



PREPARING TO USE JOURNEY (EXISTING USERS)

1. Double check to see that the AirWatch Hub is installed and working on your android tablet.



2. Uninstall **ALL** old versions of Journey / Agila on your device.



3. Ensure that you have access to a strong and stable internet connection.

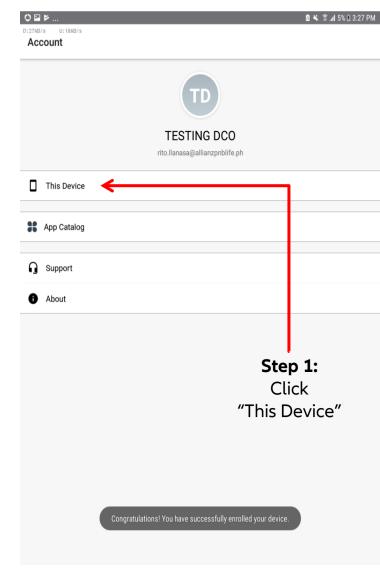


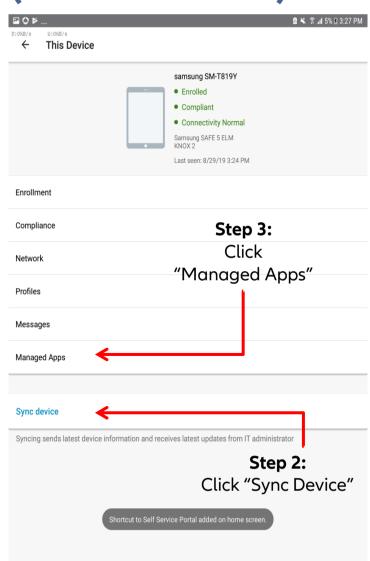
4. Ensure that the system date/time of your gadget is correct.

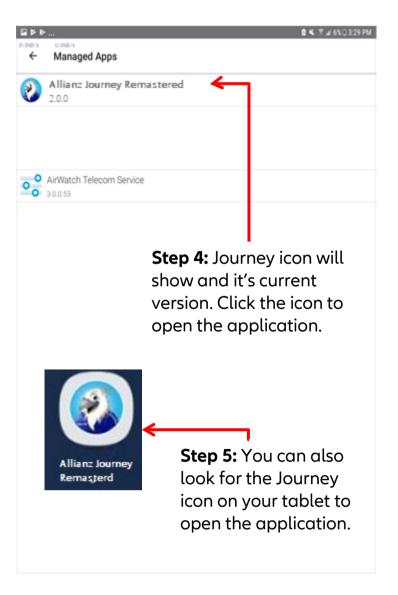




AIRWATCH INSTALLATION (EXISTING USERS)



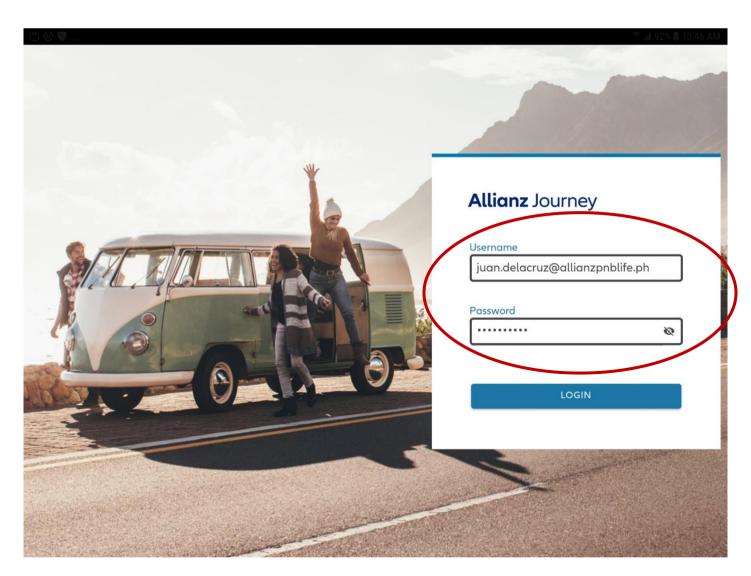




LOGGING IN



LOGIN SCREEN



Initial Log-in

- User name: <email address>
- Password: <email password>
- Should be done online with a stable and secure internet connection

Subsequent Log-in

- Online or Offline
- Offline login can be done for the next seven (7) days following the intermediary's last online login

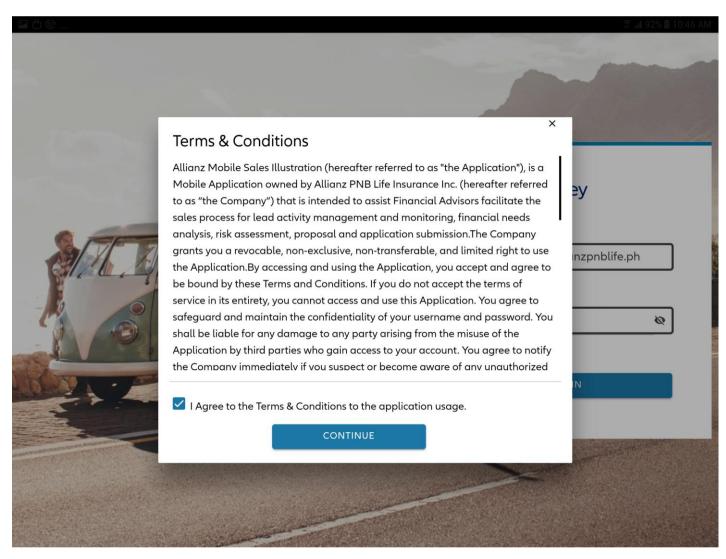


COMMON ERRORS ENCOUNTERED WHILE LOGGING IN

Error Message	Solution	
You provided an <u>invalid password</u> . Please try again.	Please check and verify if the password that you entered is correct.	
You provided an <u>invalid username</u> . Please try again.	Please check and verify if the username that you entered is correct.	
Your <u>account has been locked or disabled</u> , please contact IT Helpdesk at (02) 555-4911 or <u>IT.Helpdesk@allianzpnblife.ph</u> for assistance.	Contact IT helpdesk to reactivate your account. To prevent this from happening please login regularly and make sure that you always put in the correct credentials.	
Sorry, something went wrong with your login request. Please try again later. Sorry, something went wrong while logging in.	This may happen if you are connected to an unstable network or there is heavy data traffic going on. Please restart the application and try to login again. If the error message persists please contact IT Helpdesk at (02) 555-4911 or IT.Helpdesk@allianzpnblife.ph for assistance	
Your certificate is invalid.		



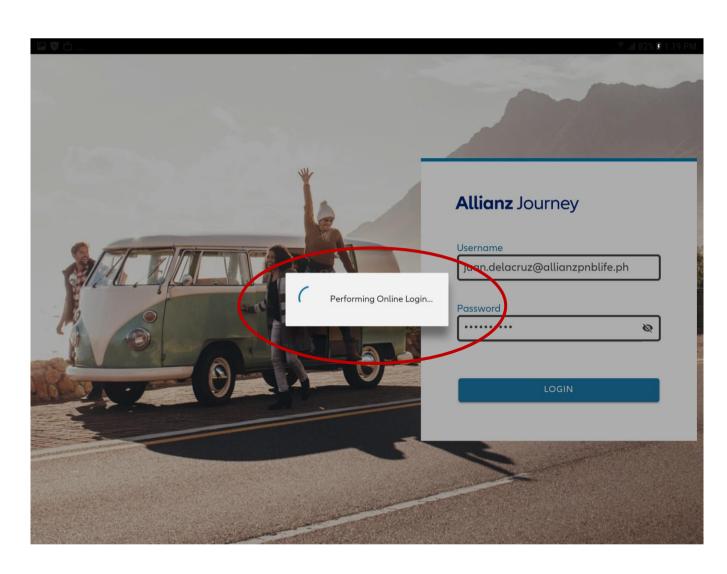
LOGIN SCREEN



 Terms & Conditions appear only during the first login on a freshly-installed Journey application.



LOGIN SCREEN



Online Login:

- Wait until the entire process is completed
- This ensures that all records in both your device and the company's database are updated (synced)

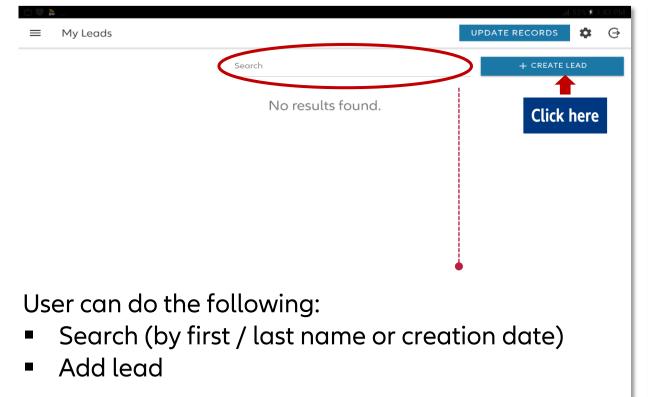
Offline Login:

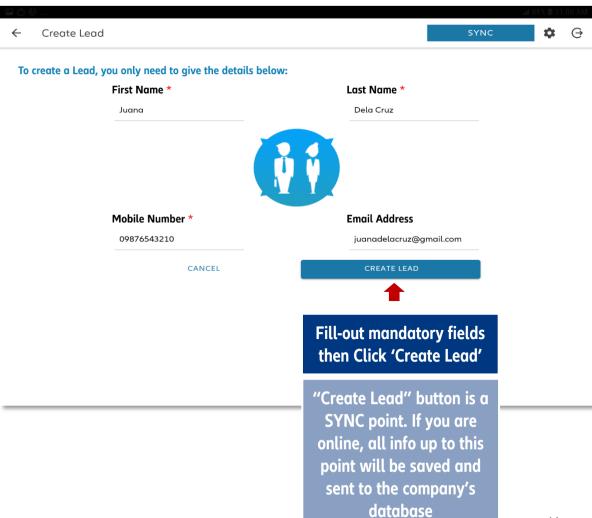
- Can be done for the next 7 days following an online login
- Any data encoded offline will only be saved on your device.
- Records will be updated on the company's database on your next online login

LEADS



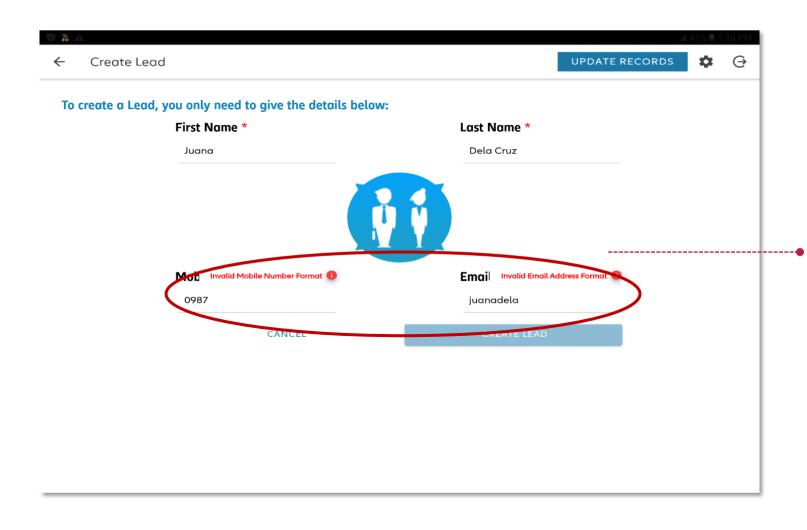
LEADS







LEADS



NEW FEATURE:

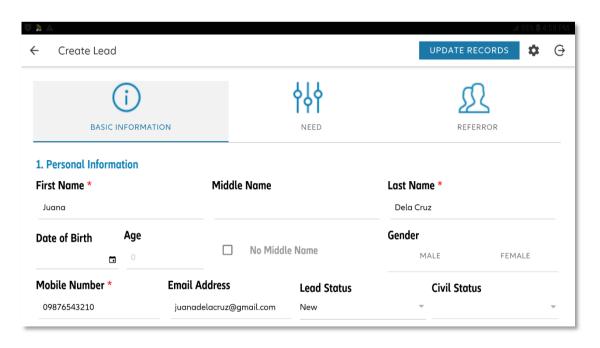
Digital ID Syntax Validation

Incorrect format of the Mobile Number and Email Address will be checked automatically.

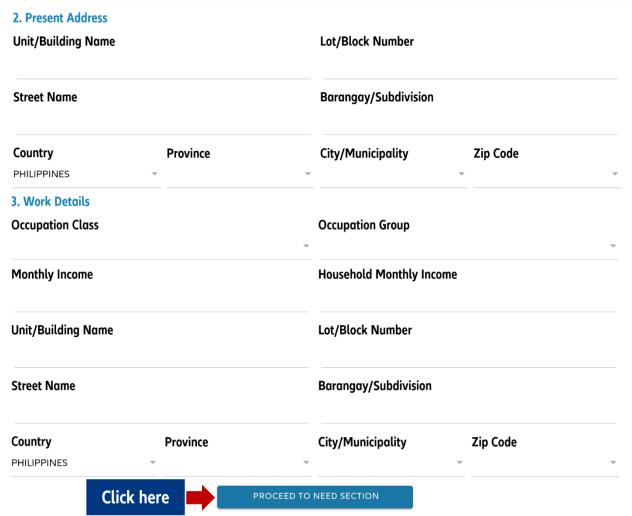
Make sure to input the email of your Lead so that you can send relevant forms generated throughout Journey (NA, SI, etc)



CREATE LEAD: BASIC INFORMATION

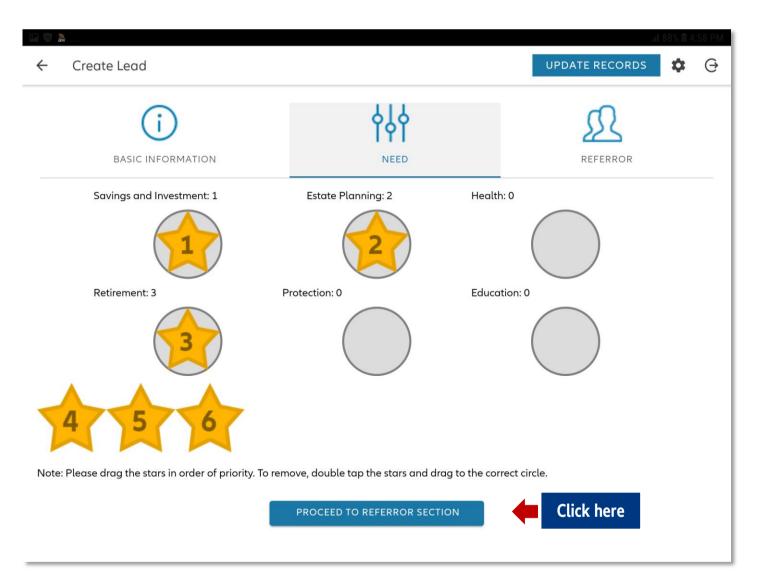


Only items with marked with a <u>red</u>
<u>asterisk (*) are mandatory</u> in creating
a Lead.





CREATE LEAD: IDENTIFY NEED

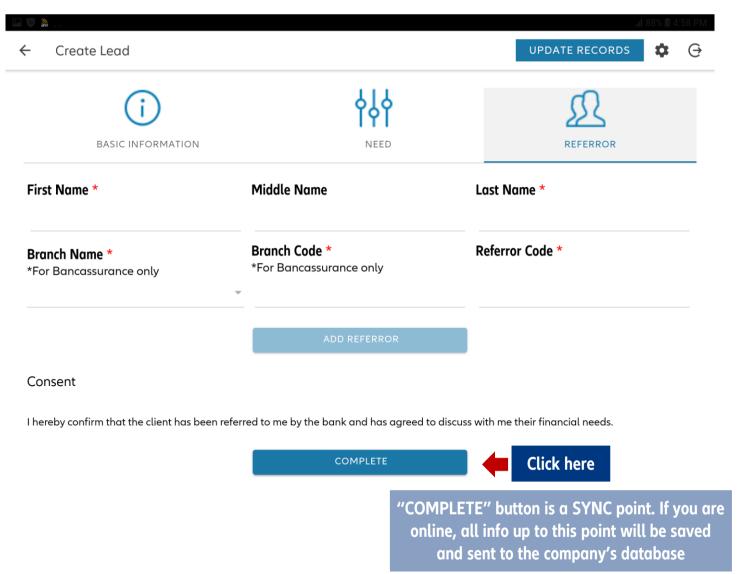


NOTE: Estate Planning is still included here but will be removed in future releases of Journey

- Rank your client's NEED
 according to priority by assigning
 the appropriate star.
- Tap the placed star if you would like to move it to a different Need.
- For Bancassurance FAs, after placing all the stars, proceed to the Referror tab.



CREATE LEAD: DECLARE REFERROR (BANCASSURANCE ONLY)



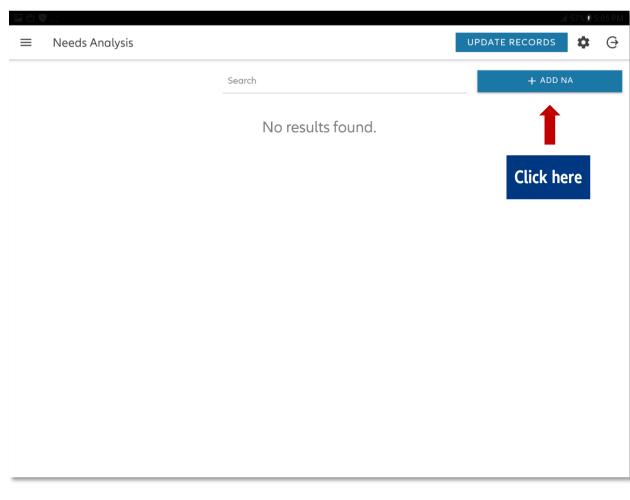
- Enter the details of your referror in this page.
- Branch Code will automatically generate depending on the selected Branch Name.
- Tap the "Add Referror" button to add them to the list.

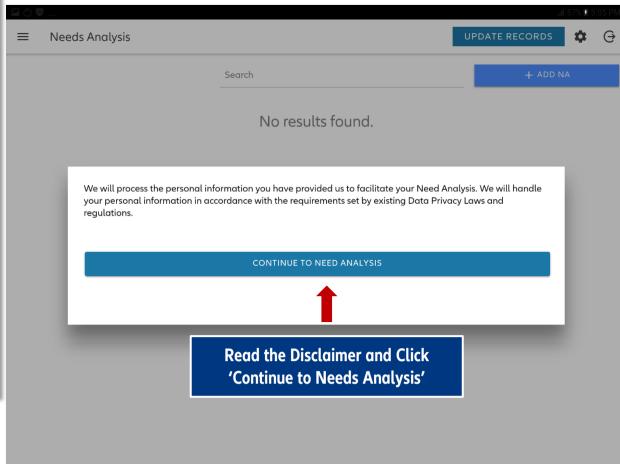
NEEDS ANALYSIS





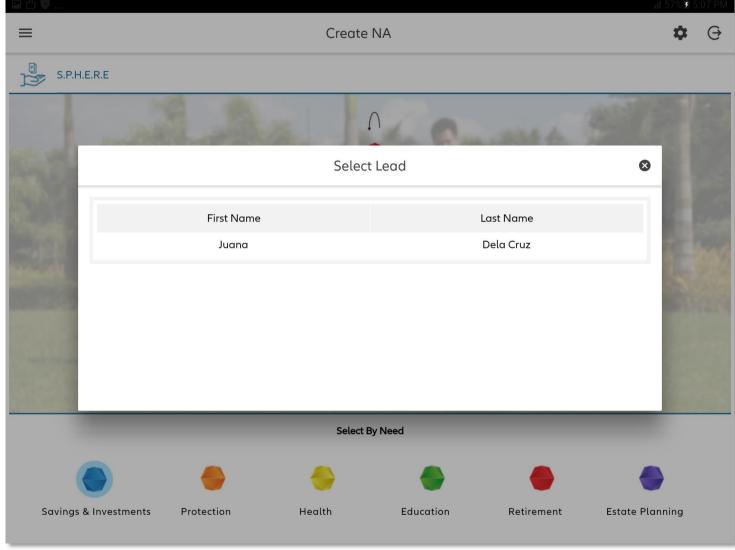
NEEDS ANALYSIS







CREATE NA: SELECT LEAD





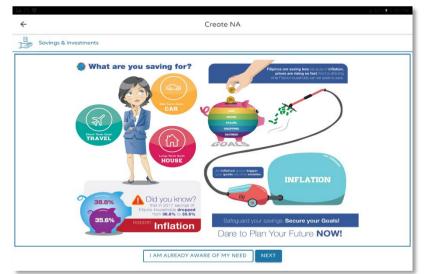
CREATE NA: SPHERE

Select Need

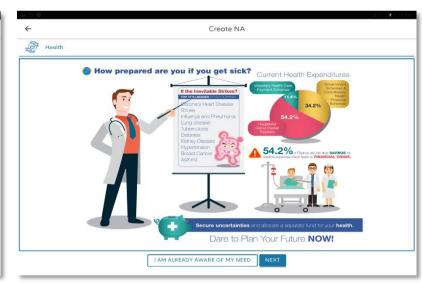




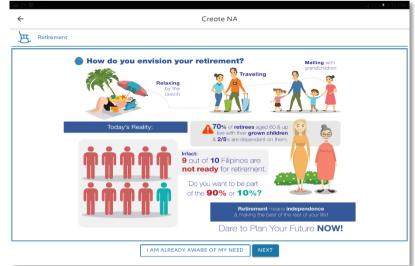
CREATE NA: INFOGRAPHICS







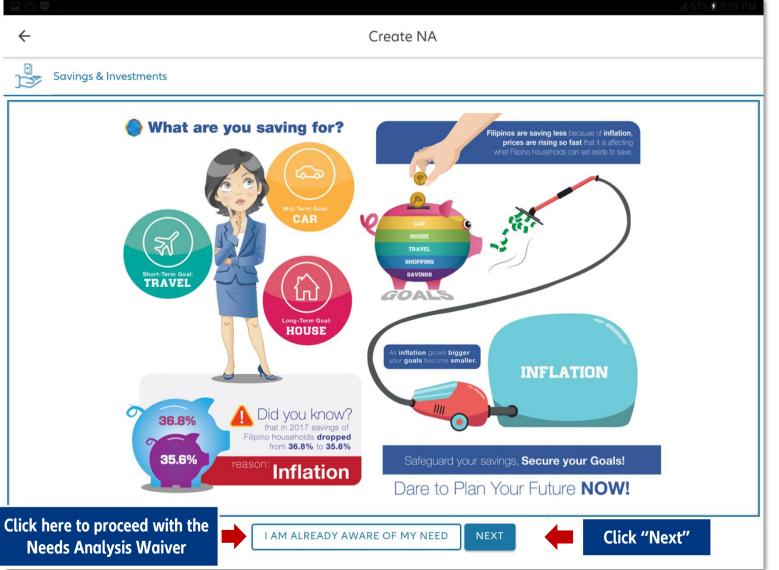








INFOGRAPHICS: SAVINGS & INVESTMENTS



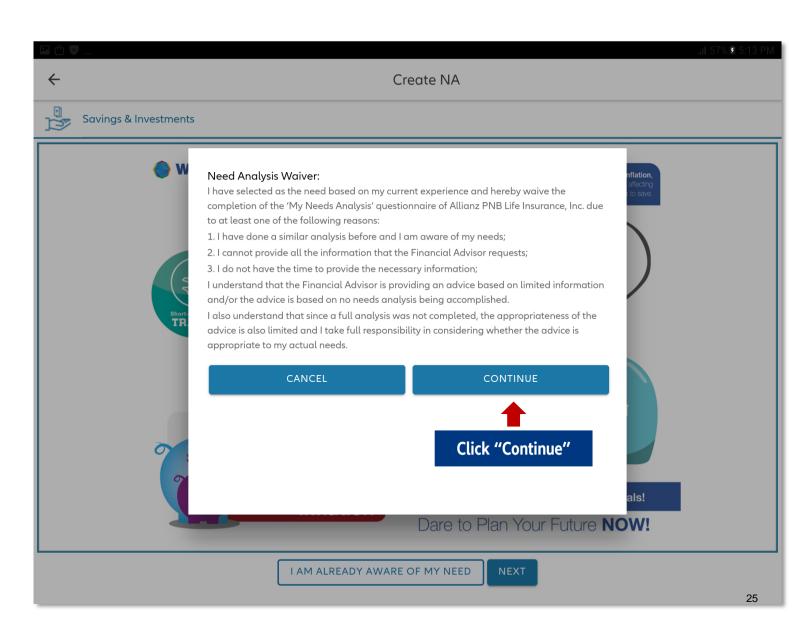
- Infographics serve as a discussion guide for the intermediary
- New Clients:
 - Click "Next" to proceed with the Needs Analysis
- Existing Clients:
 - o Can create a new NA; OR
 - Click "I am already aware of my need" to waive the Needs Analysis

*The Needs Analysis Waiver is used when the intermediary has previously conducted a NA with the client AND the client's need has not changed.



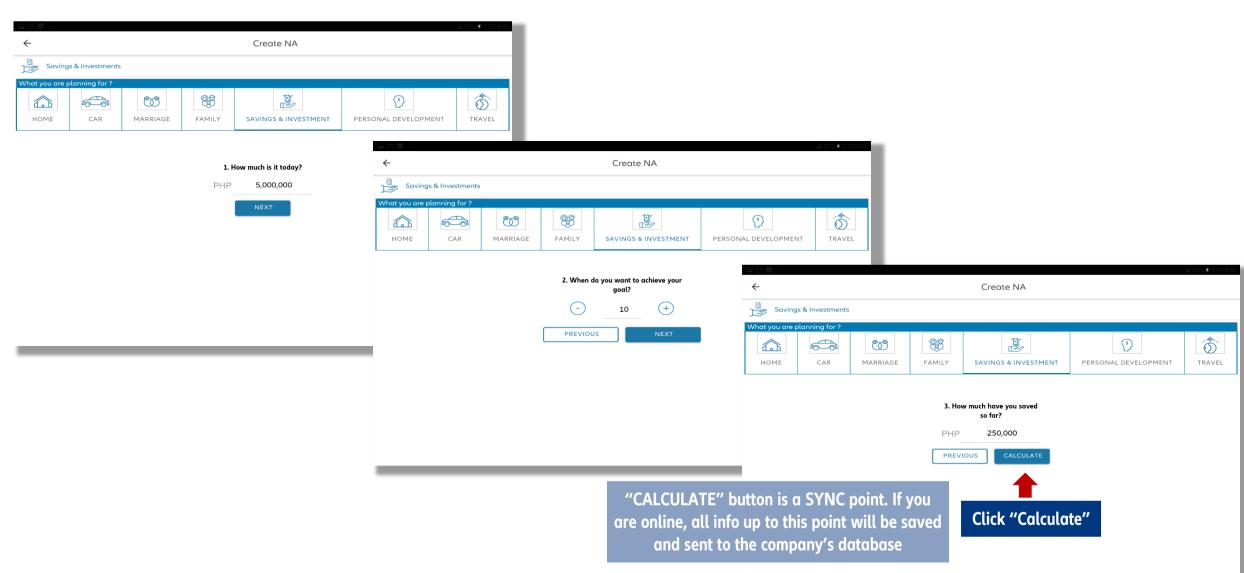
NEEDS ANALYSIS WAIVER

- When user clicks "Continue", NA will be tagged as COMPLETED user may now proceed with IRPQ/SI
- Need Analysis Waiver is valid 1 year after completion date



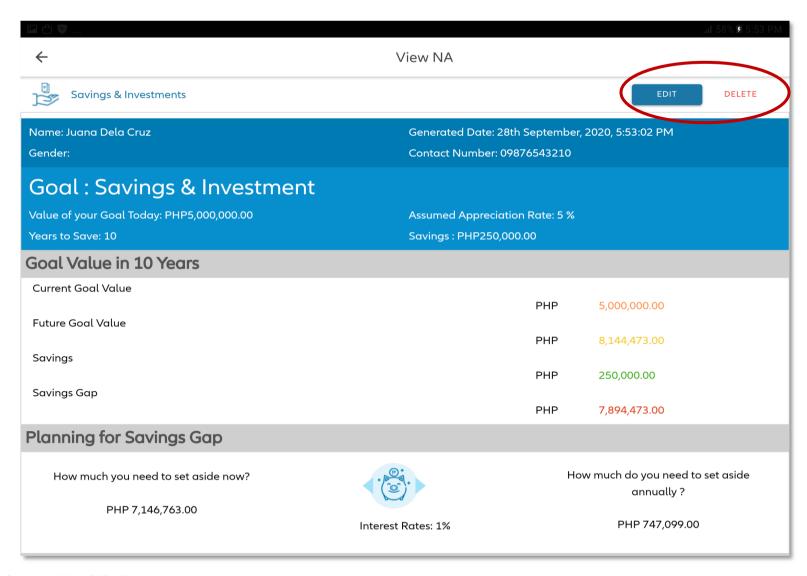


CREATE NA: SAVINGS & INVESTMENTS





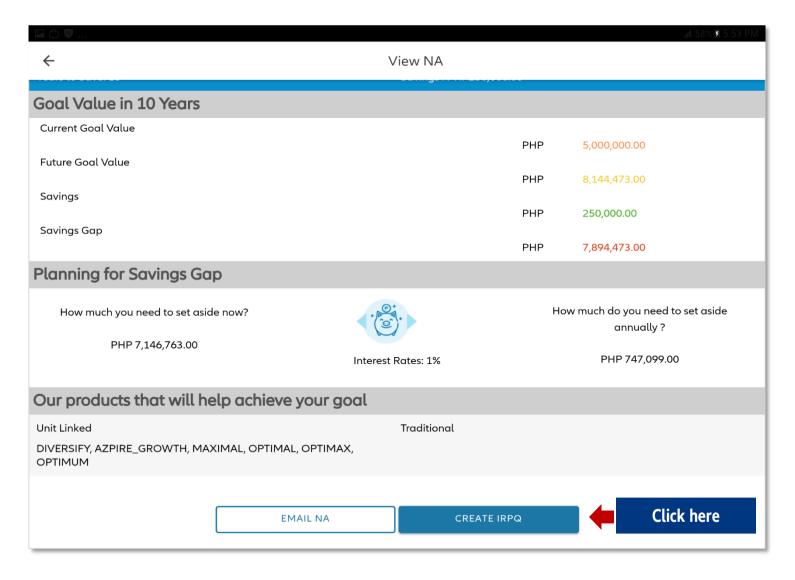
VIEW NEEDS ANALYSIS



Users may EDIT or DELETE the Needs Analysis



VIEW NEEDS ANALYSIS

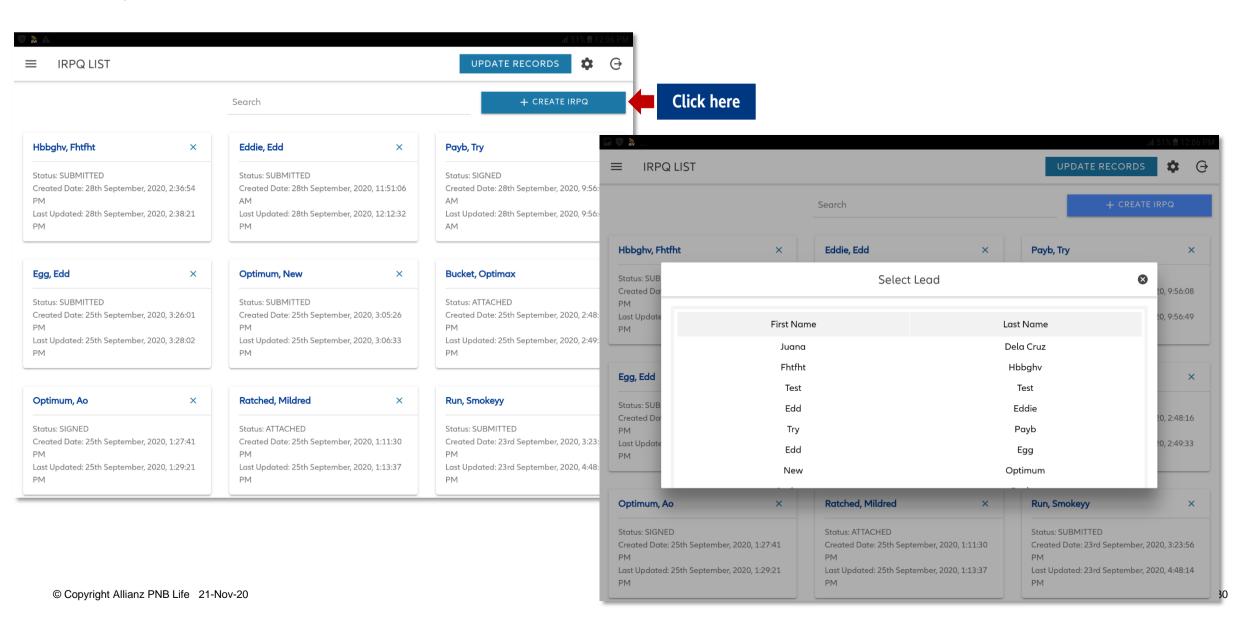


- Needs Analysis is valid 1 year after completion date
- TRAD PLAN: Directly proceed to the Sales Illustration Module (access SI page thru side menu on Journey app)
- VARIABLE PLAN: Click 'Create IRPQ'

IRPQ: DETERMINING INVESTMENT STYLE

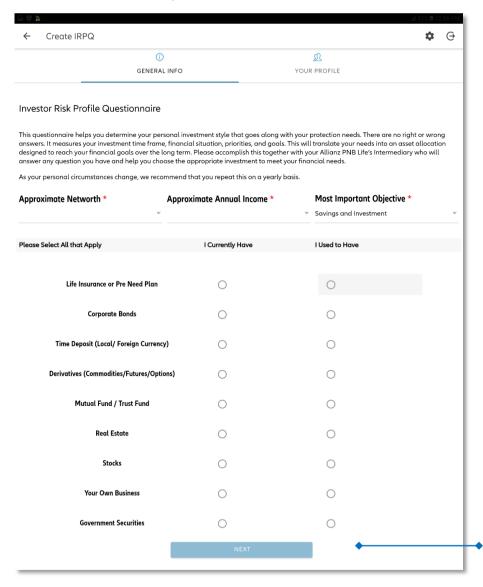


IRPQ





CREATE IRPQ: GENERAL INFORMATION

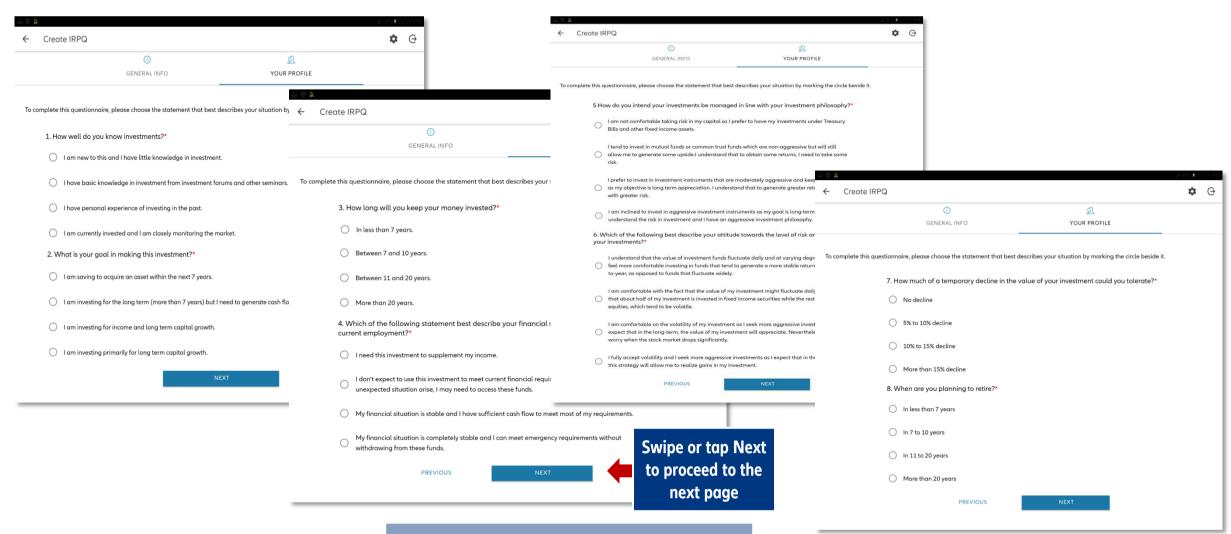


 Complete items in IRPQ to determine the risk appetite of the client

"NEXT" button is a SYNC point. If you are online, all info up to this point will be saved and sent to the company's database



CREATE IRPQ: YOUR PROFILE

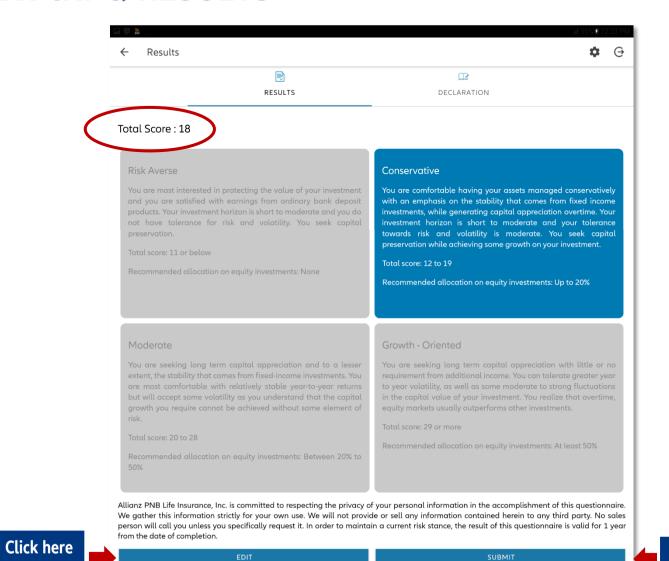


"NEXT" buttons are SYNC points. If you are online, all info up to this point will be saved and sent to the company's database

© Copyright Allianz PNB Life 21-Nov-20 sent to the company's database



VIEW IRPQ RESULTS



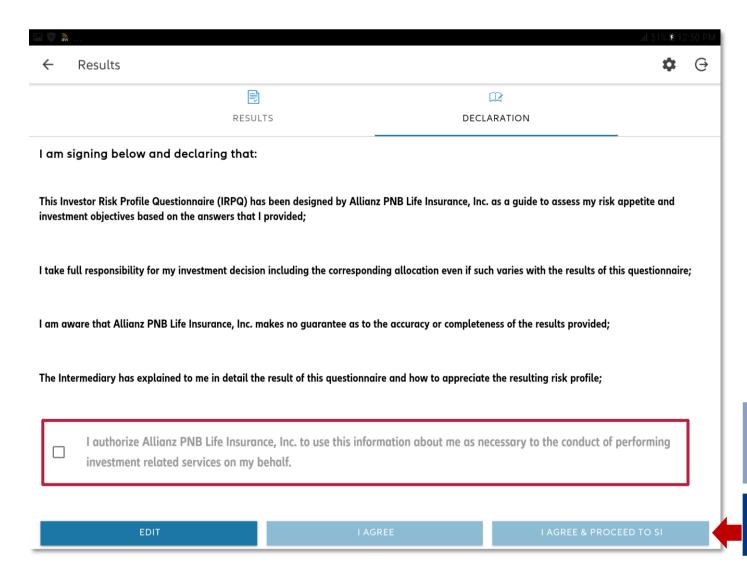
- Total score will be automatically computed
- Click "Submit" to proceed with the Declaration form
- Click "Edit" if user wants to change details

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Click here



IRPQ DECLARATION



- Read and tick all the boxes for confirmation
- IRPQ is valid for 1 year after completion date

"I AGREE & PROCEED TO SI" button is a SYNC point. If you are online, all info up to this point will be saved and sent to the company's database

Click to proceed SI creation

SALES ILLUSTRATION





AVAILABLE PRODUCTS - BANCA

Product	Riders	Funds
Maximal	(PHP) / (USD) • ADD	(PHP) • Balanced Fund • Dynasty Equity Fund • Equity Fund • Fixed Income Fund • Peso-Hedged Asian Multi-Income Plus Dividend Paying Fund • Peso-Hedged Global Sustainability Equity Fund • Money Market Fund • Multi-Sector Equity Fund • Peso Optimized Dividend Equity Fund (USD) • Flexi Asia Bond Fund • Flexi Asia Dividend Paying Bond Fund • Fixed Income Fund • Global Equity Fund • Income and Growth Dividend Paying Fund • Income and Growth Fund
Optimax	n/a	
Optimum	n/a	
Optimal Power	(PHP) / (USD) • ADD	

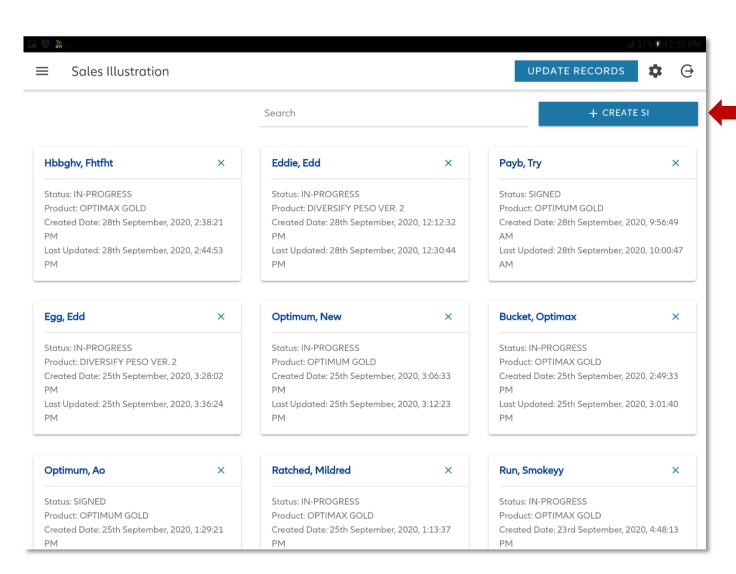


AVAILABLE PRODUCTS - BANCA

Product	Riders	Funds	
Diversify	(PHP) / (USD)	(PHP) • Balanced Fund	
Azpire	ADD CI 100* WPCI (05, 10, 20, 65)* *n/a under GAE	 Dynasty Equity Fund Equity Fund Fixed Income Fund Peso-Hedged Global Sustainability Equity Fund Money Market Fund 	
Health Dynamics Series	(PHP) / (USD) CI 100 (mandatory)	 Multi-Sector Equity Fund Peso Optimized Dividend Equity Fund 	
		 (USD) Flexi Asia Bond Fund Fixed Income Fund Global Equity Fund Income and Growth Fund 	



SALES ILLUSTRATION



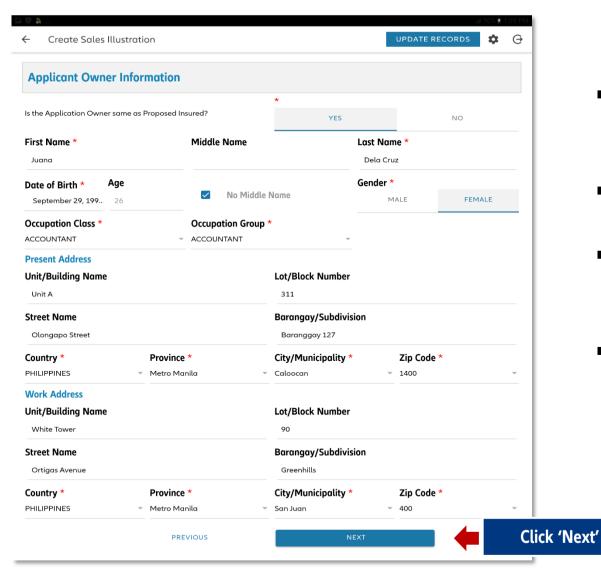
- Click here
 - User must go to Menu and click 'Sales Illustration'
 - Click 'Create SI' and select the name of the client

Pre-requisites:

- Completed Needs Analysis or Waiver
- Completed IRPQ (if Variable Life Plan)



CREATE SI: APPLICANT OWNER INFO

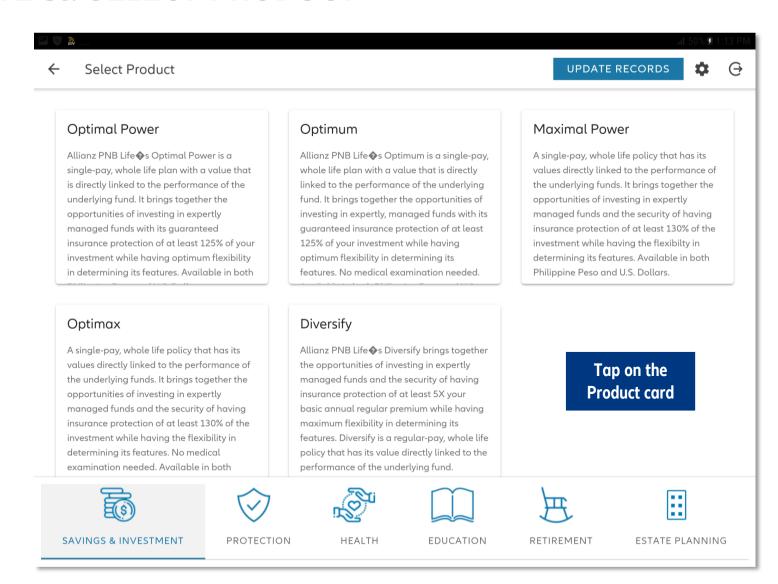


- Fields will be auto-populated with data entered in previous screens.
- Click 'Next' to proceed with product selection
- IMPORTANT NOTE: Only PH & US addresses are allowed in the current version of AZ Journey
- Information encoded in this section (occupation, location) will determine whether the generated SI will be rated.

"NEXT" button is a SYNC point. If you are online, all info up to this point will be saved and sent to the company's database



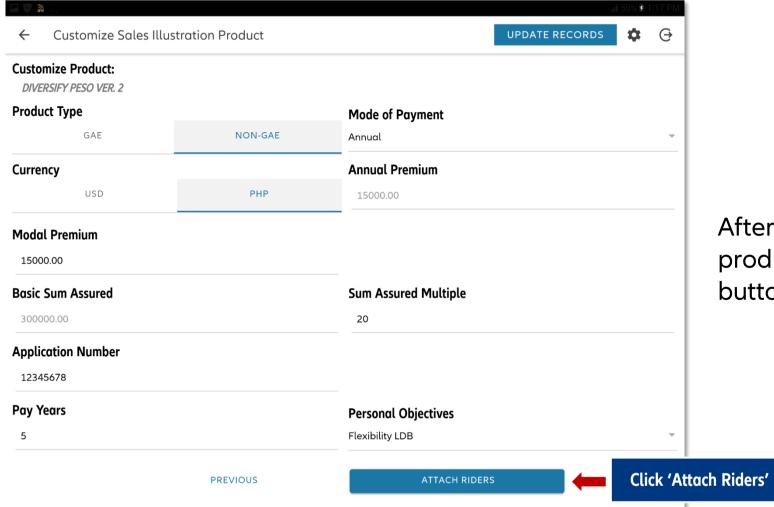
CREATE SI: SELECT PRODUCT



 Tap on the Product card, then customize the selected Product.



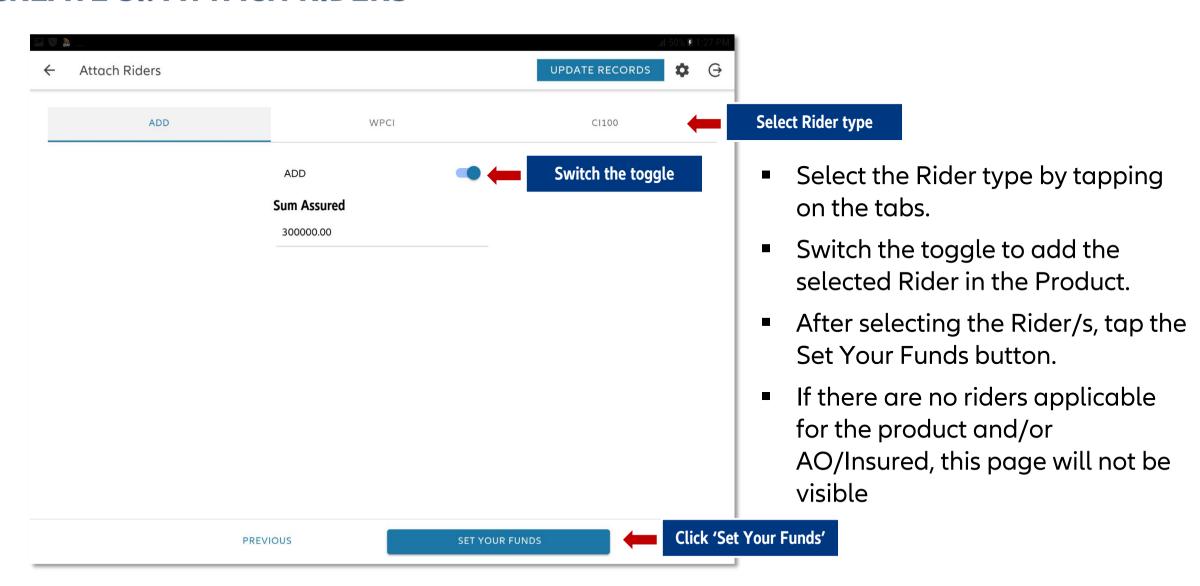
CREATE SI: CUSTOMIZE PRODUCT



After customizing the selected product, tap the Attach Riders button.

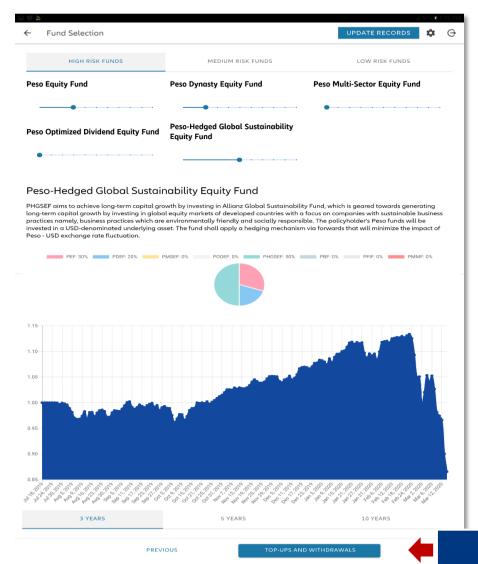


CREATE SI: ATTACH RIDERS





CREATE SI: FUND SELECTION

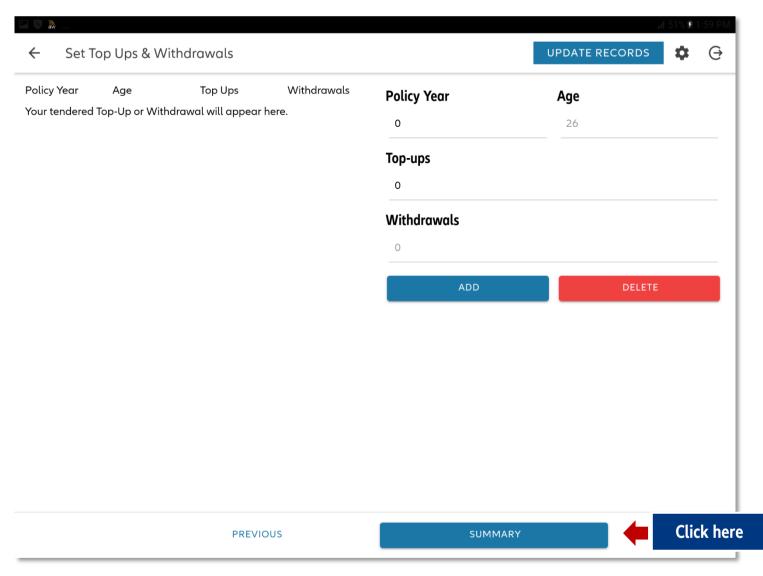


- Selection of funds will depend on the risk appetite of the client.
- Total premium direction must be a total of 100%

Click 'Top-Up and Withdrawals'



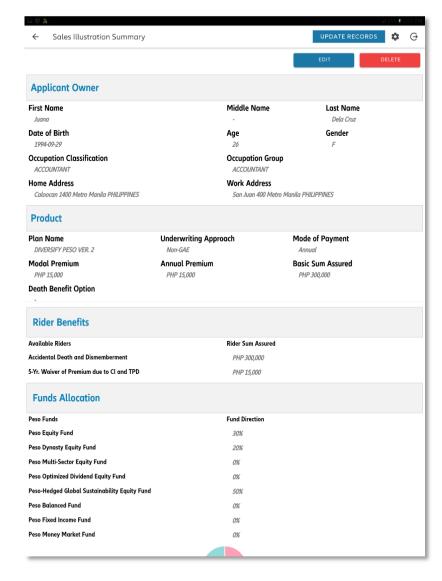
CREATE SI: TOP-UPS AND WITHDRAWALS



- Enter the year and value for top-ups and partial withdrawals, if any.
- Click "Summary" to view product details and fund value projection.



VIEW SI SUMMARY



Summary page shows:

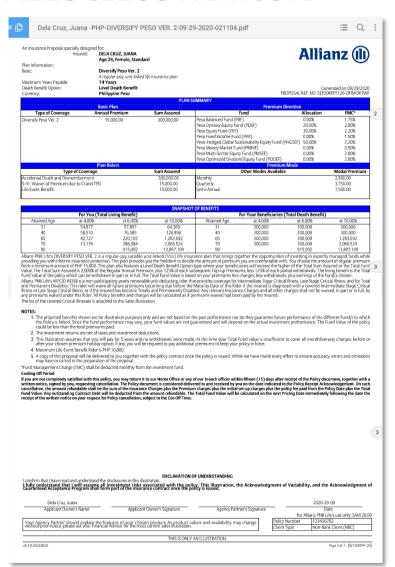
- Applicant owner's basic information
- Product details
- Fund value projection



"VIEW SI OUTPUT" button is a SYNC point. If you are online, all info up to this point will be saved and sent to the company's database



SALES ILLUSTRATION



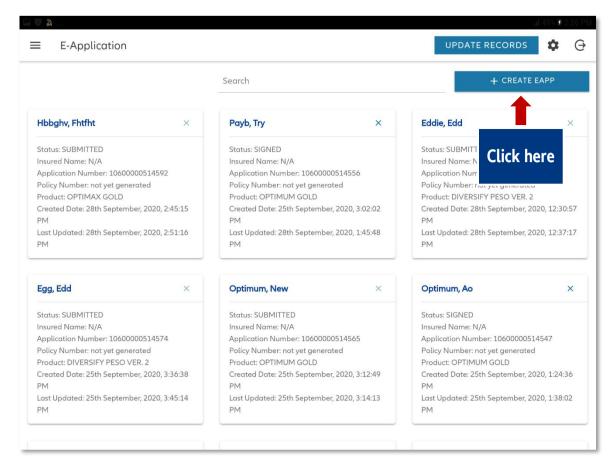
■ Sales Illustration is valid for **60 days** after it is generated

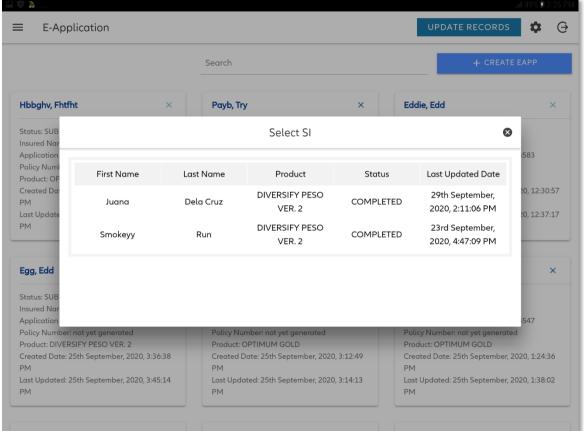
APPLICATION FORM





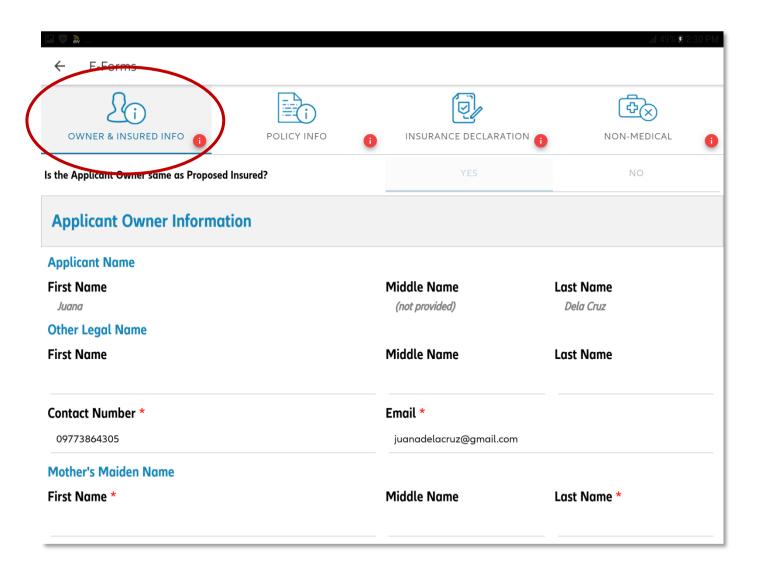
APPLICATION FORM







CREATE E-APP: OWNER & INSURED INFORMATION



Applicant Owner (AO) Information

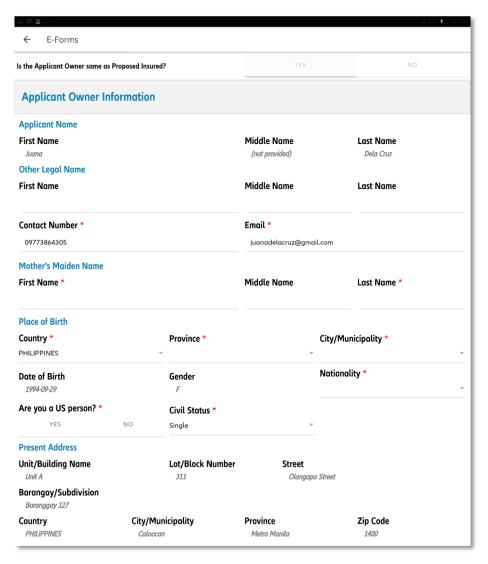
- Personal Information
- Work Information
- Source Information

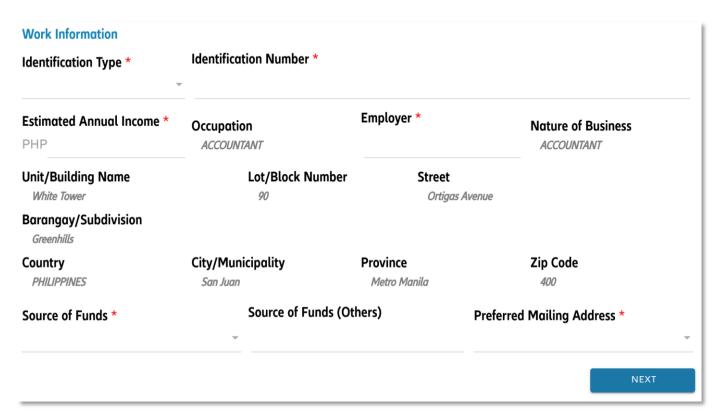
NOTE:

If an intermediary wishes to view the application number, he can click the "back" button and view the e-App Card. No need to complete all the information on the e-App to view the application number



CREATE E-APP: PERSONAL & WORK INFO

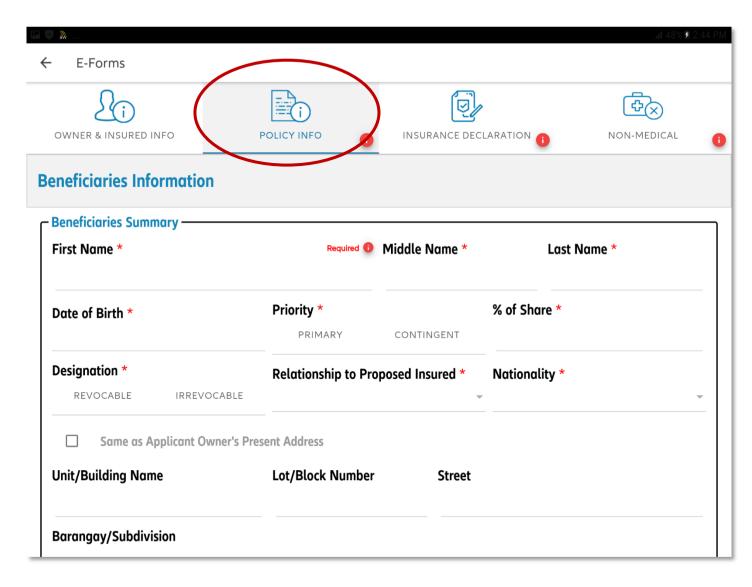




Depending on what is declared here, user may be asked to provide additional documents in the submission checklist (i.e. if US citizen / indicia, FATCA form must be completed)



CREATE E-APP: POLICY INFORMATION

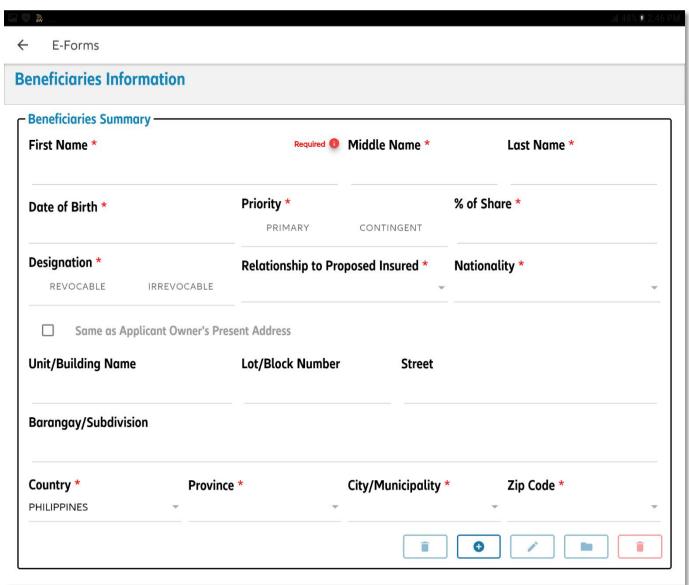


Policy Information

- Information on Beneficiaries
- Information on the Policy Applied For
- Payout Option for All Living Benefits



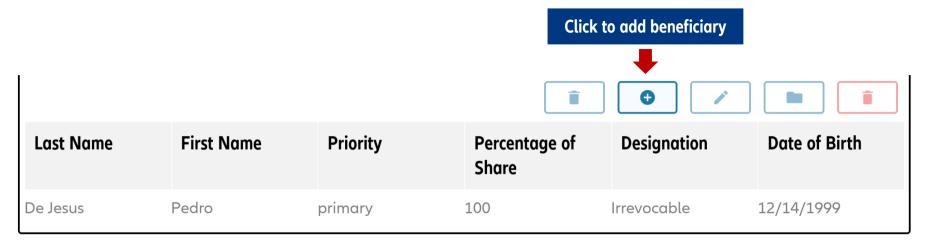
CREATE E-APP: BENEFICIARIES



 Input basic information of the beneficiary (name and home address)



CREATE E-APP: BENEFICIARY INFORMATION



- After entering the details of the beneficiary, tap the + button to add them to the list.
- Notification will prompt if details are added completely



CREATE E-APP: POLICY INFORMATION

Policy information Basic Plan Payment Scheme * **Sum Assured Amount of Payment Deposit Mode of Payment** DIVERSIFY PESO VER. PHP 300,000 PHP 15,000 Annual **Unit Link Information** Type of Death Benefit With Top-up? **Top-up Amount** (not provided) No PHP 0 **Rider Information** Additional Benefit(s) **Coverage Amount Accidental Death and Dismemberment** PHP 300,000 5-Yr. Waiver of Premium due to Cl and TPD PHP 15,000

- Select payment scheme:
 - o auto debit
 - o cash
 - o credit card



CREATE E-APP: FUNDS

Funds Information

Peso Funds	Basic Plan Direction	Top-Up Direction
Peso Equity Fund	30%	
Peso Dynasty Equity Fund	20%	
Peso Multi-Sector Equity Fund	0%	
Peso Optimized Dividend Equity Fund	0%	
Peso-Hedged Global Sustainability Equity Fund	50%	
Peso Balanced Fund	0%	
Peso Fixed Income Fund	0%	
Peso Money Market Fund	0%	

- Funds allocation of the basic plan indicated in the Sales Illustration module is shown here.
- You may enter the Top-Up Direction, if any.
- Input values are in percentages; total should be 100%

NOTE if client wishes to change basic plan fund direction at this point:

- delete e-App record first.
- Then, either edit the existing SI record, or delete that, and create a new one.



CREATE E-APP: PAYOUT OPTIONS

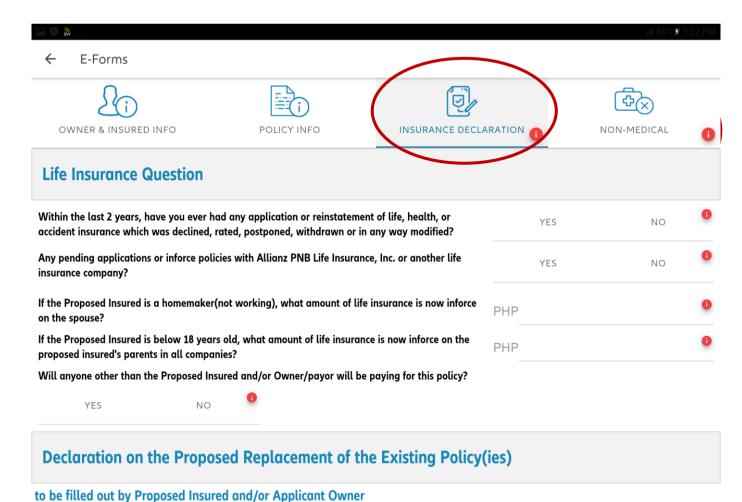


- Select transfer mode of benefits.
- If you have selected "Automatic Transfer to My Account", fill-up the needed information.
- Automatic Transfer to My Account is required for all dividend paying funds.

ayout Option *				
Automatic Train	nsfer to My Account		Cheque	
urrenders and maturiti vith details indicated bo fully understand and a	es) and refund amou elow, hereby granting gree that the authori	nting to PHP5,000 and above of Allianz PNB Life Insurance,Ind	or its USD equival authority to effe	ng loans, dividends, policy loan, withdrawals, ent will automatically be transferred to my account ect the same. emain in full force and effect unless cancelled by the
y signing this applicati	on form, I agree to in	form Allianz PNB Life Insuranc		any change in the information provided or in my
account status. I also au	thorize Allianz PNB I	_ife Insurance,Inc. to deduct fro	m the proceed an	y applicable bank charges.
Bank Name *		Bank Branch *		Account Number *
		Bank Branch * Joint Account *		Account Number *
	USD	w	NO	Account Number *
Account Currency *		Joint Account *	NO	Account Number *
Bank Name * Account Currency * PHP Bank Account Name		Joint Account *	NO	Account Number *
Account Currency *		Joint Account *	NO	Account Number *



CREATE E-APP: INSURANCE DECLARATION



Declaration on the Proposed Replacement of the Existing Policy(ies)

Insurance Declarations

- Life Insurance Questions
- Declaration on the proposed replacement of existing policy



CREATE E-APP: INSURANCE DECLARATIONS

Life Insurance Question Within the last 2 years, have you ever had any application or reinstatement of life, health, or YFS NO accident insurance which was declined, rated, postponed, withdrawn or in any way modified? Any pending applications or inforce policies with Allianz PNB Life Insurance, Inc. or another life YES NO insurance company? If the Proposed Insured is a homemaker(not working), what amount of life insurance is now inforce PHP on the spouse? If the Proposed Insured is below 18 years old, what amount of life insurance is now inforce on the PHP proposed insured's parents in all companies? Will anyone other than the Proposed Insured and/or Owner/payor will be paying for this policy? YES NO

any existing policy?



CREATE E-APP: INSURANCE DECLARATIONS

Declaration on the Proposed Replacement of the Existing Policy(ies) to be filled out by Proposed Insured and/or Applicant Owner Declaration on the Proposed Replacement of the Existing Policy(ies) ← Total Insurance Inforced Summary -**Basic Life Accident** Year of Issue Company PHP PHP Is the Policy applied for intended to change or replace any existing insurance in force on the life of YES NO **Proposed Insured?** Will premiums for the insurance applied for be paid by a policy loan, withdrawal, or surrender from YES NO

To be filled out by
 Proposed insured and/or
 Applicant owner if new
 policy is intended to
 replace existing
 insurance

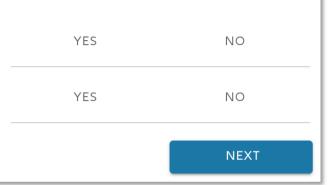


CREATE E-APP: INSURANCE DECLARATIONS

to be filled out by intermediary

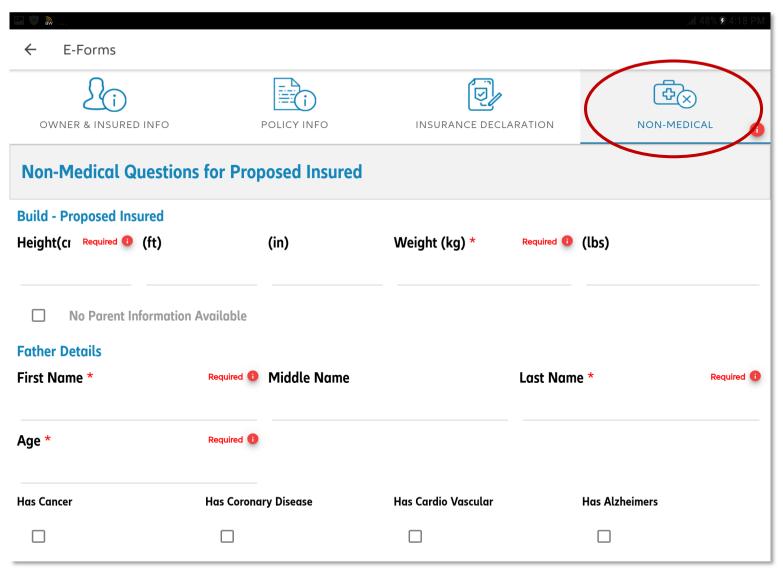
Is the Policy applied for intended to change or replace any existing insurance in force on the life of Proposed Insured?

Will premiums for the insurance applied for be paid by a policy loan, withdrawal, or surrender from any existing policy?



To be filled out by the Intermediary

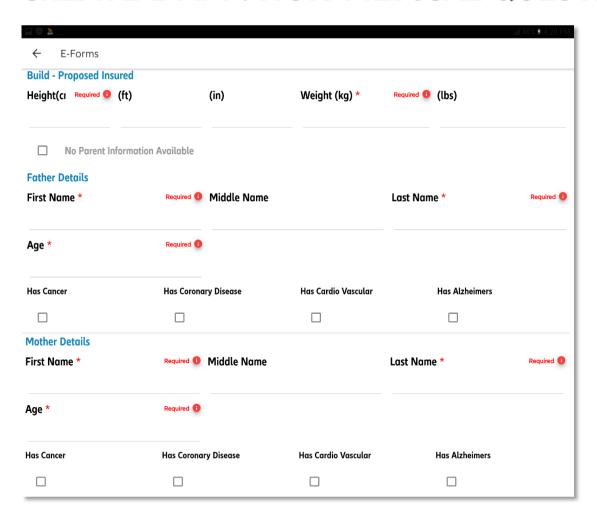




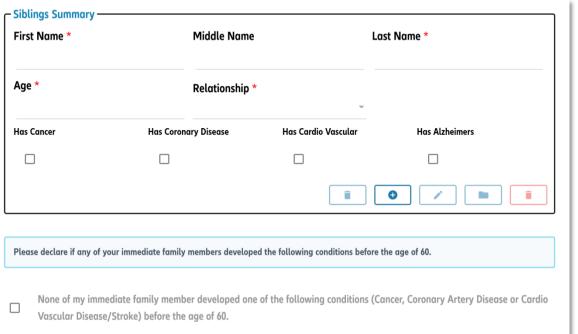
Non-med Questions

- Non-Medical questions for proposed insured
- Medical Questionnaires
- Declarations on Occupation/Avocation
- Please note that this tab will only appear if the Product is NON-GAE.





- Height and weight must be accurate
- Indicate family history





Medical Questionnaires

Have you ever consulted a medical doctor, including Annual Physical Exams or Executive Check-ups; or been referred for any consultation, medical test, or hospitalization in the past 5 years?

Have you ever been diagnosed or received treatment or medical advice for any of the following diseases or disorders?

YES NO

NO

NO

- High Blood or Heart Disease
- Mental Dysfunction
- Blood or Liver Disease
- Diabetes or Thyroid Disease
- Stomach Problems
- Kidney or Reproductive Disorder
- Lump or Cyst

- Lung and Respiratory
- Neurological Dysfunction
- Any Physical Deformity
- Skin or Muscle Disorder
- Congenital or Developmental Disorder
- Cancer
- Any other defects, or medical conditions not already disclosed in the list

Other than the above conditions disclosed, have you experienced any of the following signs and symptoms in the past six (6) months?

- Vomitting of Blood
- Persistent Nose Bleed
- Recurrent Severe Headaches
- Persistent and Unexplained Fatigue
- Abnormal Vaginal Discharge/Bleeding
- Prolonged Cough
- Blood in the Stool
- Blurring Vision
- Unexplained Weight Loss or Weight Gain
- Persistent Diarrhea

• Enlarged Lymph Nodes

YES

YES

- Fainting Spells
- Persistent Fever
- Unusual Skin Lesions
- Abdominal Pain

- If client answers YES, he must check items that apply to him.
- Additional information / follow up questions will be required.

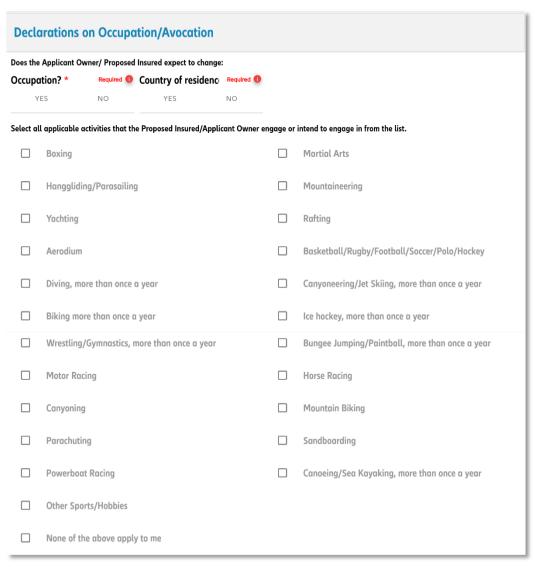


Select all options applicable to you.				
	Smoke or used to smoke?			
	Drink alcoholic beverages?			
	Used any habit forming drugs (e.g. marijuana, morphine) - Other than for treatment of a medical condition under proper medical supervision			
	None of the above apply to me Tick here if none of the items applies to the Proposed Insured			
Are you pregnant? * Required 1				
YE	ES NO			

• If the Proposed Insured is Female, additional question appears: "Are you pregnant?".



CREATE E-APP: DETAILS ON OCCUPATION / AVOCATION



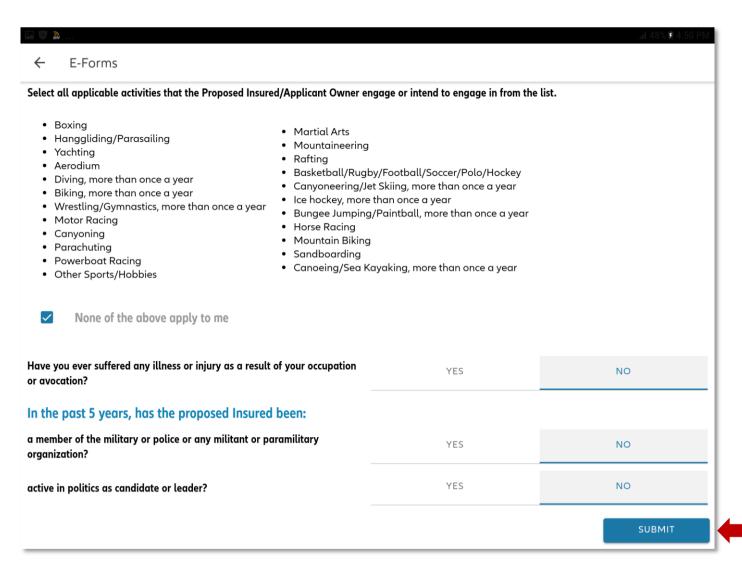
- Select activities that client engages and answer additional questions.
- If answered Yes on any of the questions, please provide additional information.

Have you ever suffered any illness or injury as a result of your occupation or avocation?	YES	NO
In the past 5 years, has the proposed Insured been:		
a member of the military or police or any militant or paramilitary organization?	YES	NO
active in politics as candidate or leader?	YES	NO
		SUBMIT

"SUBMIT" button is a SYNC point. If you are online, all info up to this point will be saved and sent to the company's database



E-APP SUBMISSION



Click "Submit" once done

Click here

 The e-app will not proceed if there are invalid or missing data

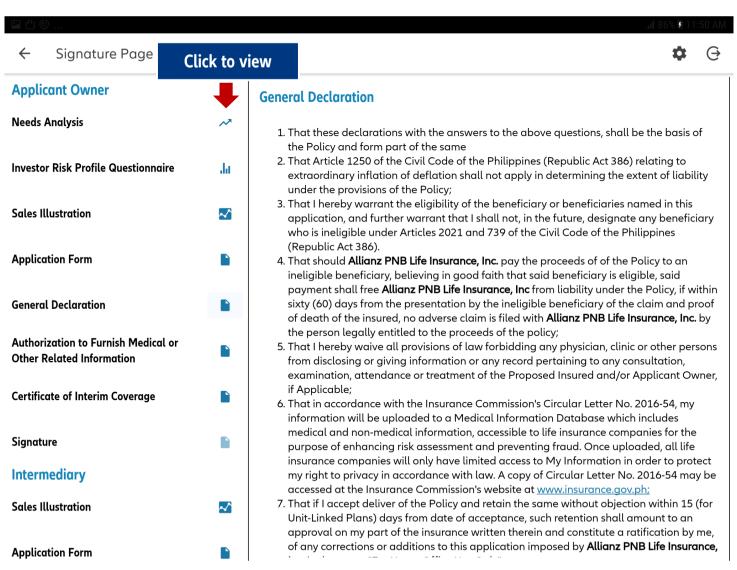
Some tabs are invalid. Please check before submitting

OK

"SUBMIT" button is a SYNC point. If you are online, all info up to this point will be saved and sent to the company's database

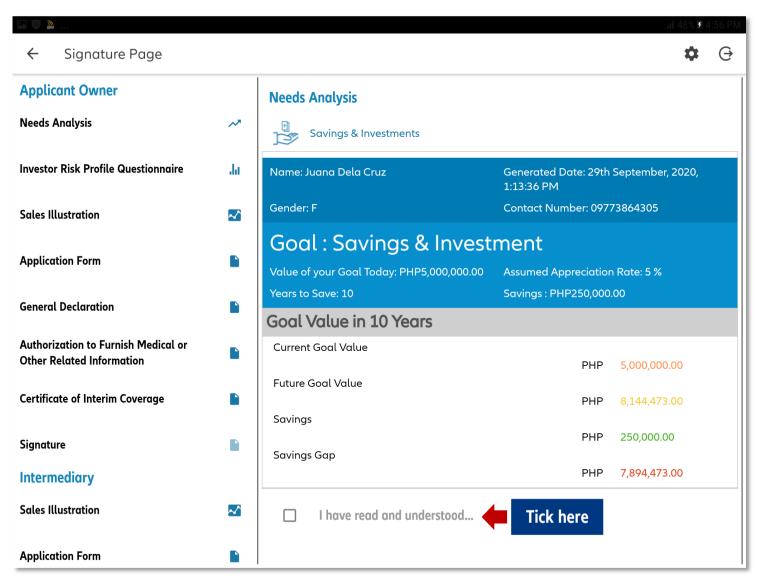
E-SIGNATURE





 Click each item on the left panel to read and review details

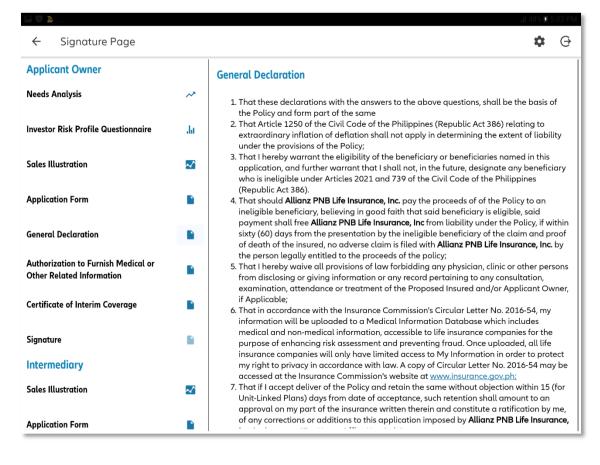


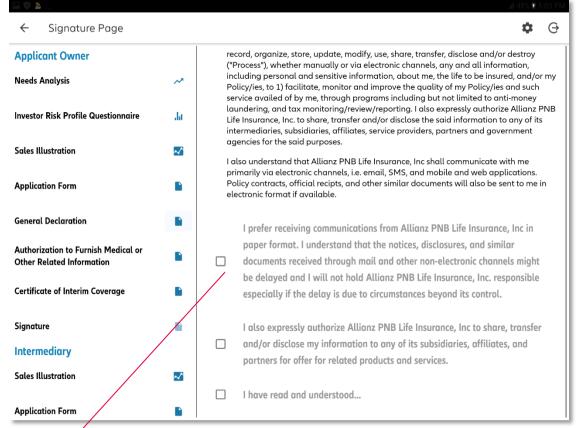


When reviewing EACH document listed on the left panel:

- Tick the box if the client agrees.
- If they agree, a check will appear beside the Document name.
- Note: You may scroll the preview up and/or down.



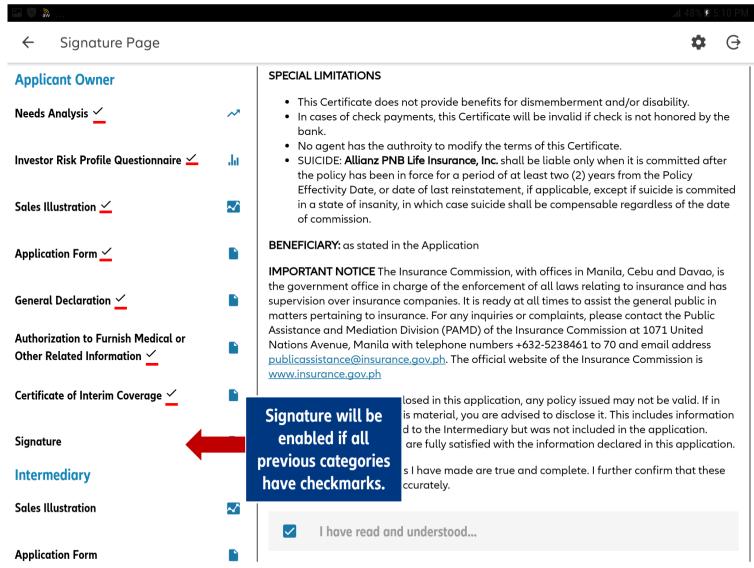




ePolicy is the DEFAULT option.

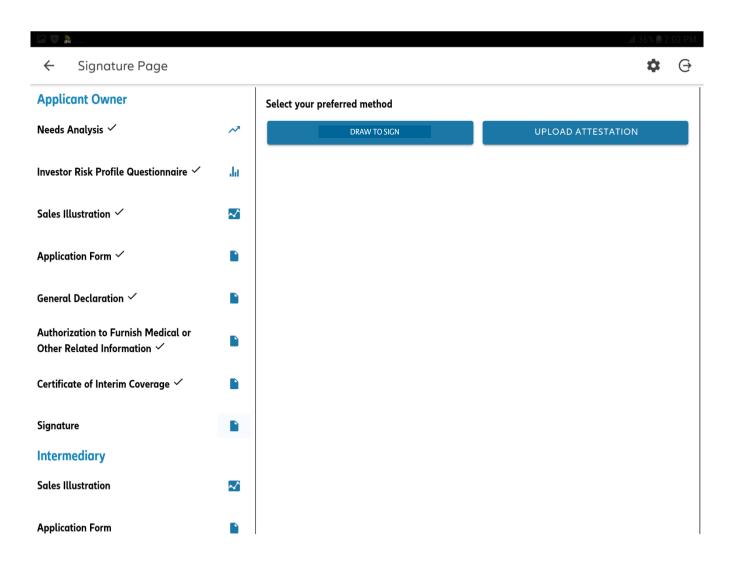
Tick the box if the client prefers to receive communications in paper format.





- Make sure that the AO/PI review and read each categories.
- If all previous categories were reviewed and agreed on by the AO/PI, the Signature category will enable.





NEW FEATURE:

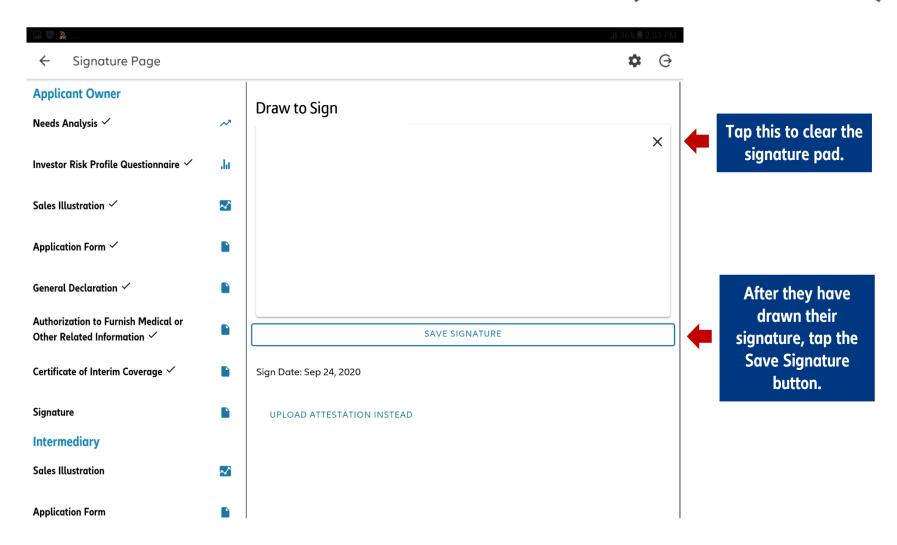
Upload Attestation in Lieu of Wet Signature

2 Options for Signature:

- Draw to Sign (face to face sale)
- Upload Attestation (virtual sale)

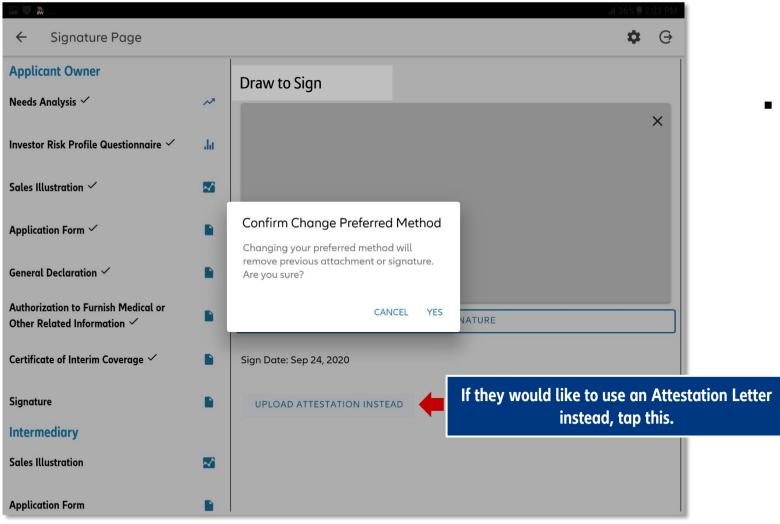


SIGNATURE PAGE: APPLICANT OWNER (DRAW TO SIGN)





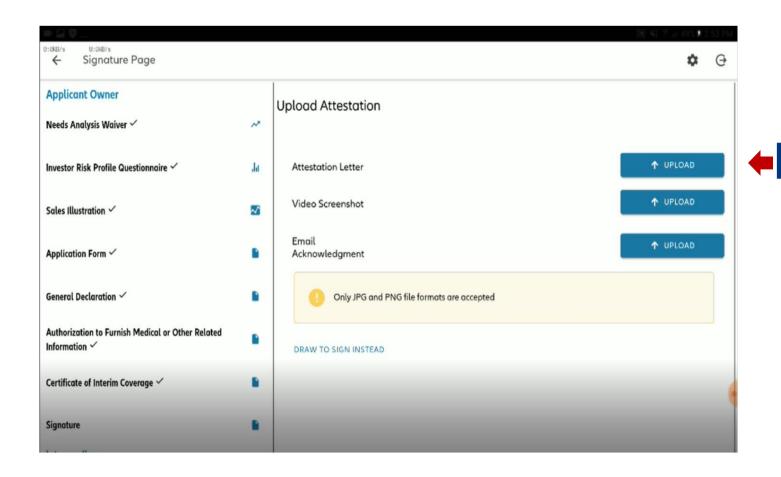
SIGNATURE PAGE: APPLICANT OWNER (CHANGE SIGNATURE MODE)



 Tapping "YES" on the confirmation message will delete the drawn signature.



SIGNATURE PAGE: APPLICANT OWNER (UPLOAD ATTESTATION)



- Intermediary will be asked to upload three items in compliance with the current VSP.
 - Signed Attestation Letter

Tap this

- o Proof of meeting (video screenshot)
- Email acknowledgment from client using the same email declared in the app form

Load from Gallery

Use Camera

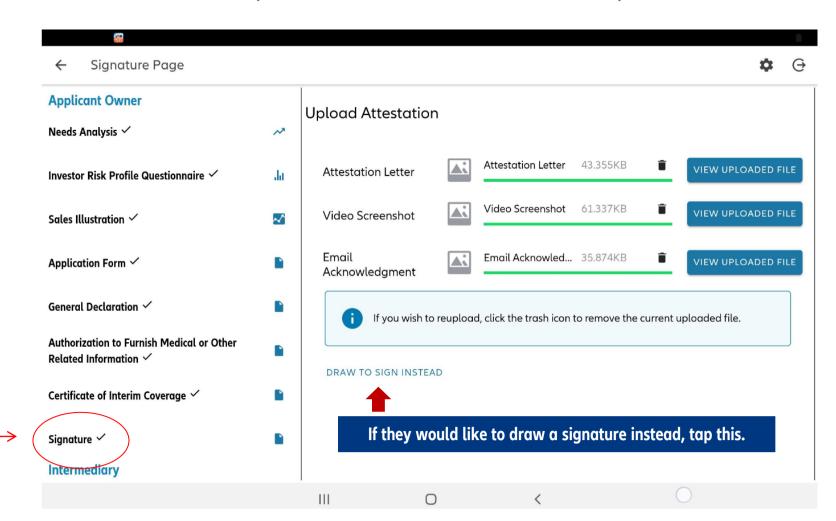
Intermediary may use the device's camera, or upload a photo of the Attestation Letter from the device's Gallery.
Select Image Source

 Only PNG and JPG files are accepted (max of 5MB)

Cancel



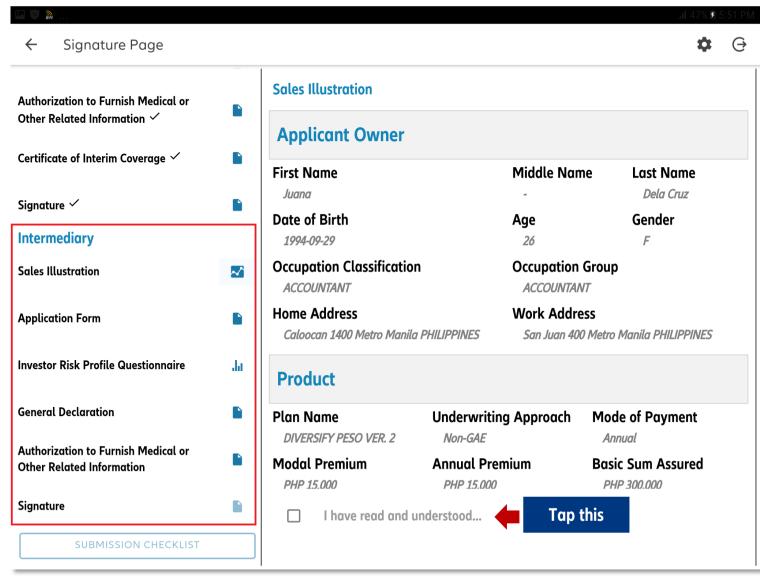
SIGNATURE PAGE: APPLICANT OWNER (UPLOAD ATTESTATION)



 A check will appear beside the Signature category once all documents have been uploaded



SIGNATURE PAGE: INTERMEDIARY



 Once the Applicant Owner has reviewed and signed; the Intermediary now performs the same process



SIGNATURE PAGE: INTERMEDIARY

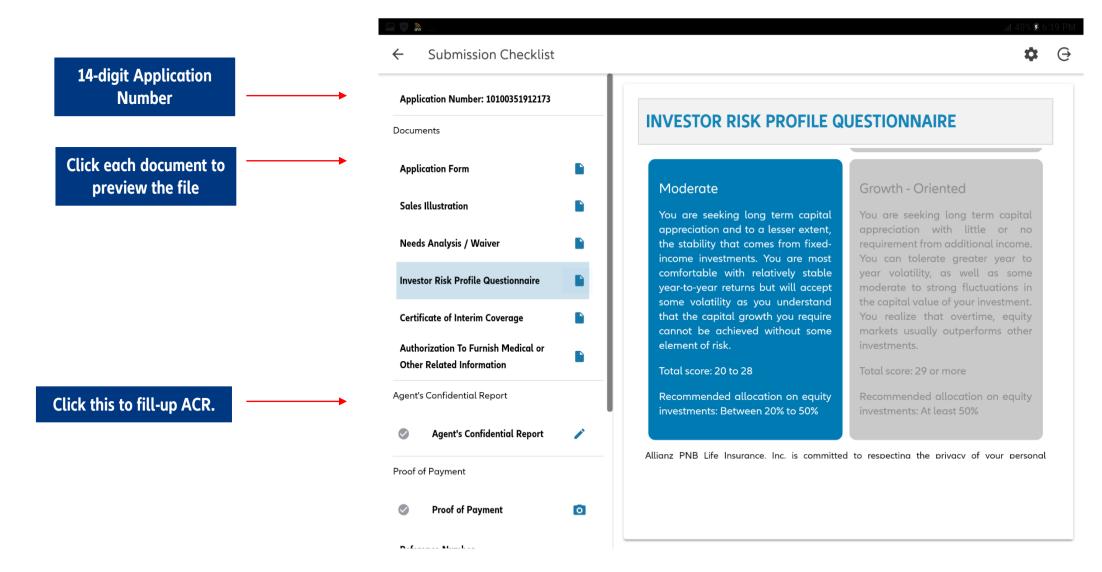


SUBMISSION CHECKLIST



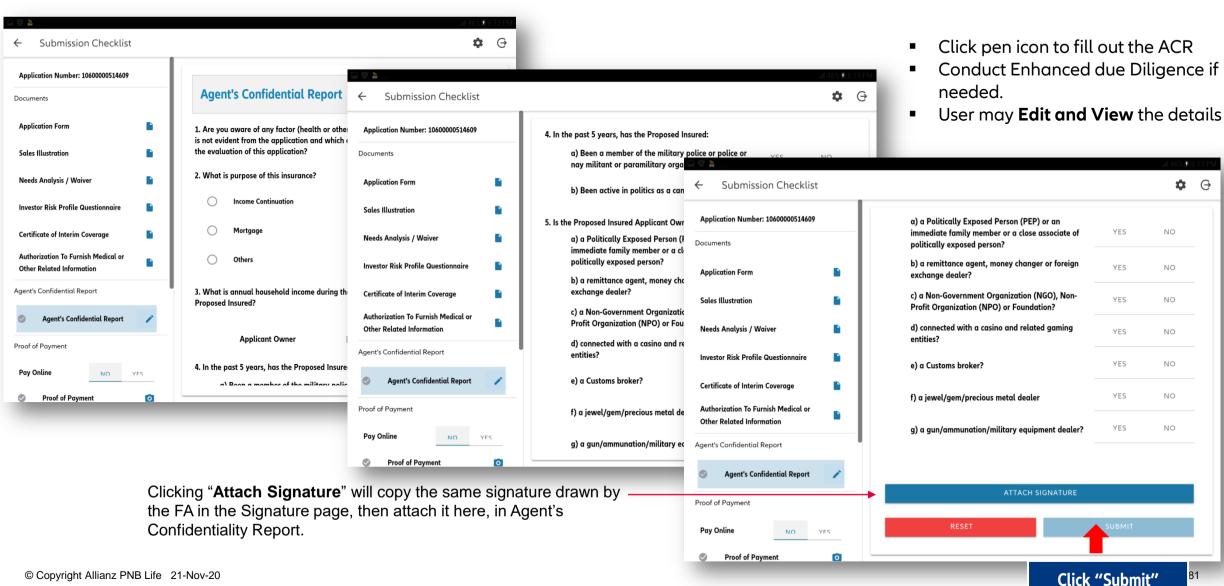


SUBMISSION CHECKLIST



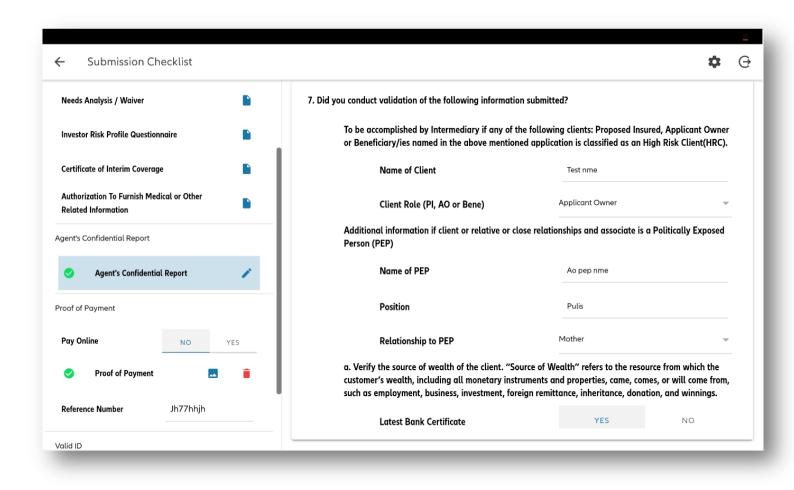


SUBMISSION CHECKLIST: AGENT'S CONFIDENTIAL REPORT





SUBMISSION CHECKLIST: ENHANCED DUE DILIGENCE (EDD)



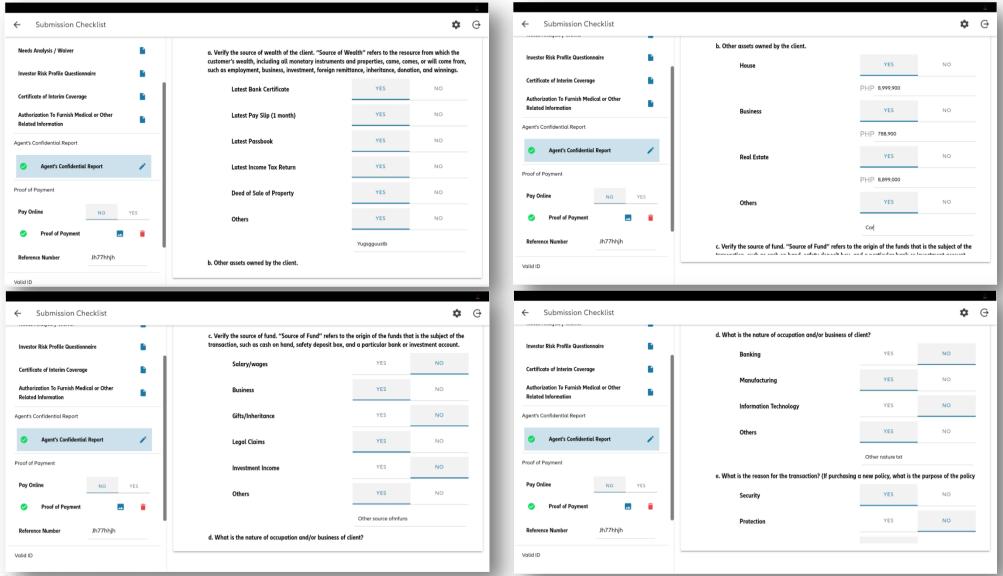
NEW FEATURE:

EDD Questions on Journey now aligned with the recent enhancements done on the paper application form



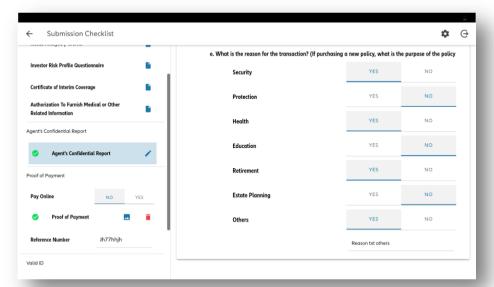
83

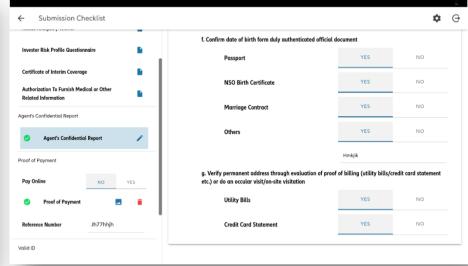
SUBMISSION CHECKLIST: ENHANCED DUE DILIGENCE (EDD)

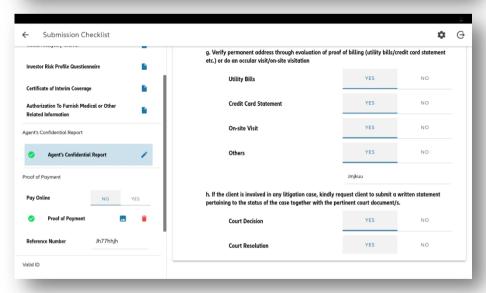


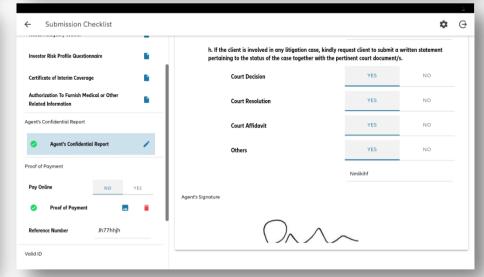


SUBMISSION CHECKLIST: ENHANCED DUE DILIGENCE (EDD)



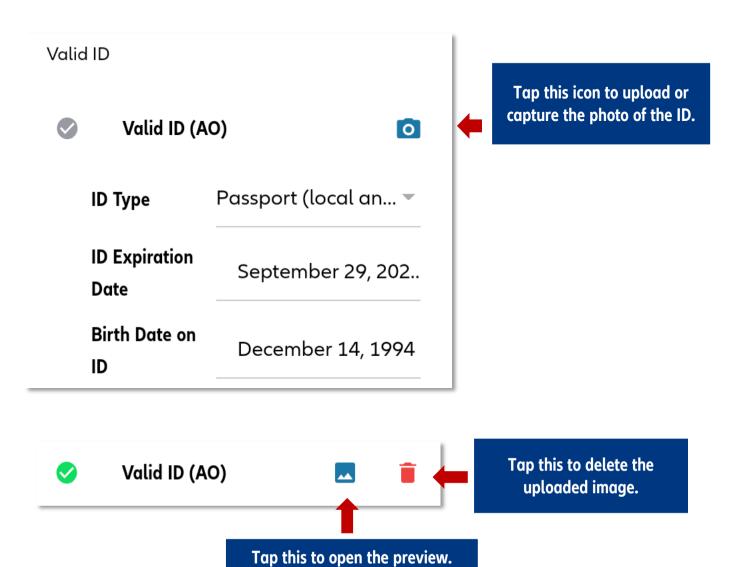








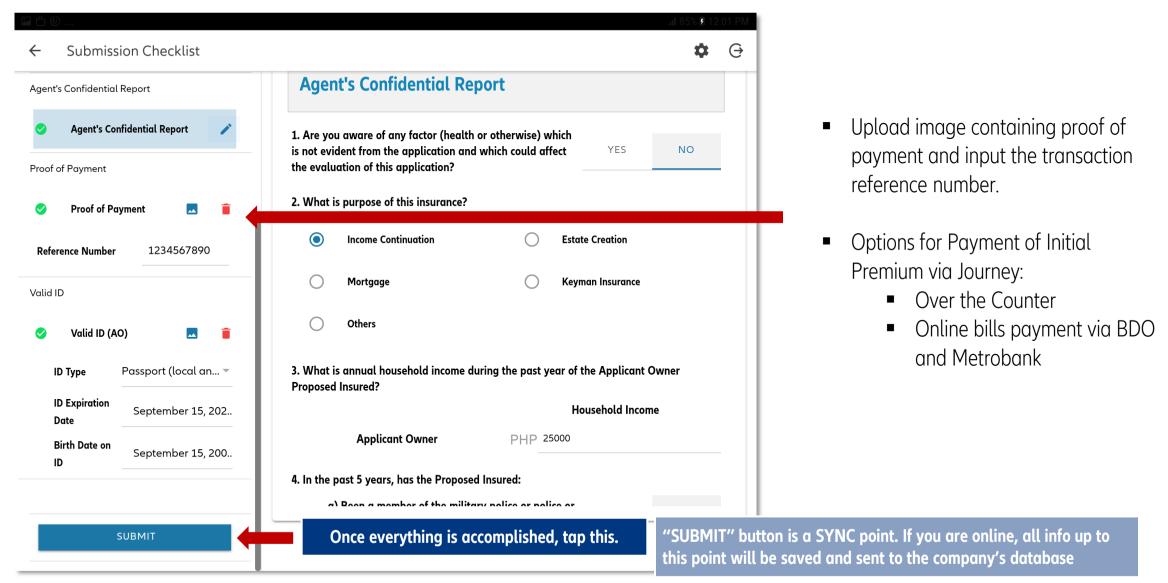
SUBMISSION CHECKLIST: VALID ID (A0)



 Valid ID must contain the AO's photo and signature.

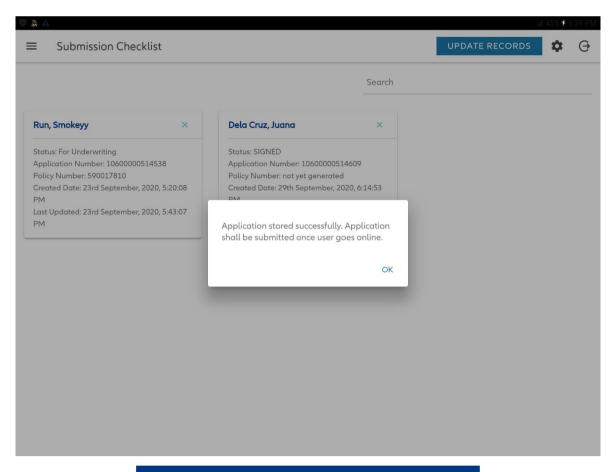


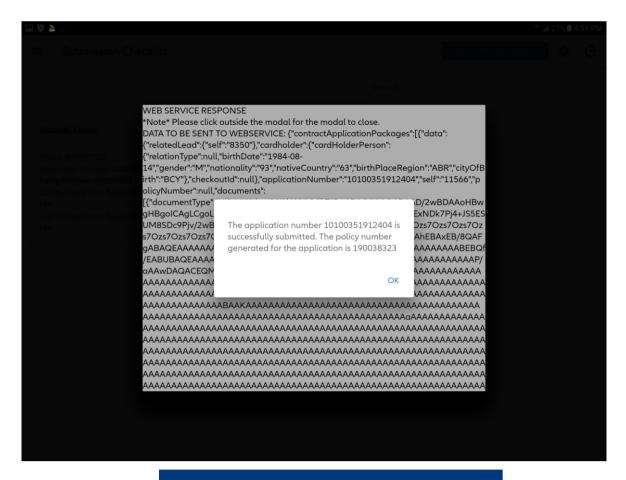
SUBMISSION CHECKLIST: SUBMITTING YOUR APPLICATION





SUBMISSION CHECKLIST: SUBMITTING YOUR APPLICATION





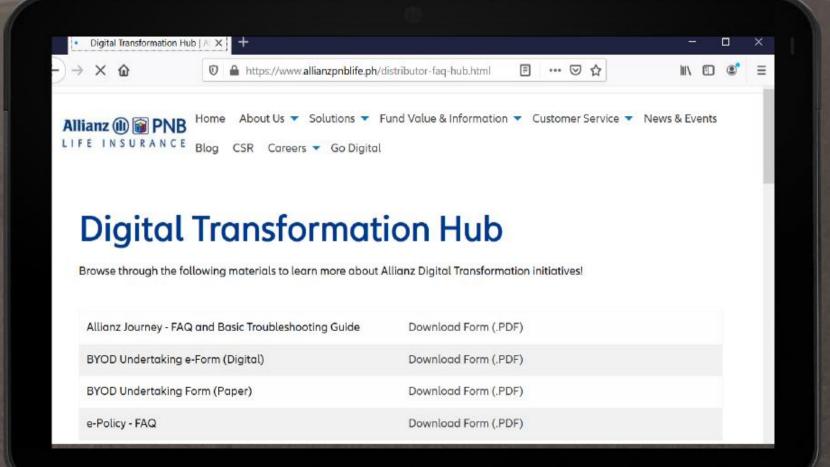
Offline Submission

Online Submission

You must be online to successfully submit your application. If successfully submitted, you will see a message containing a 9-digit policy number

NEED SUPPORT?

VISIT OUR SITE!





V1.0	October 1, 2020	Initial Draft
V2.0	October 8, 2020	Updated FAQs on IRPQ, SI, Submission Checklis
V2.1	October 9, 2020	Additional FAGs on Leads, IRPQ, SI, E-app and Signature Page and Submission Checklist

and
Basic Troubleshooting Guide

https://www.allianzpnblife.ph/distributor-faq-hub.html



WE WILL BE HAPPY TO HELP YOU!



Level 1: Basic User Inquiries & Troubleshooting

- SM / MP
- BDS / SSS
- *Champions/Ambassadors (from Pilot Launch)



Level 2: User Cannot Submit, User Cannot Log-In, Download/Installation Issues & UI/UX Issues

Email IT.helpdesk@allianzpnblife.ph



THANK YOU