

Frequently Asked Questions

EXPRESS APP helps you quickly quote, complete and submit an application via the web! This paperless process puts your completed application directly into our workflow for fast business issue. To get started, simply visit the [EXPRESS APP](#) page on AgentView.

EXPRESS APP is fast, intuitive and easy to use!

Below you will find some Frequently Asked Questions regarding the Express App process.

How do I get a quote?

From the Home page, enter the client's zip code, and click the arrow. On the following page, fill out the appropriate fields (applicant, spouse and/or child) and click "Choose Plan." The following page will allow you to select the desired plan and see current premium rates.

Can I print a copy of a client's proposal?

Yes, once you have selected the desired plan(s) click on the "Send Proposal" button.

How can I view or modify my Agent Setup?

On the Home page, in the upper right hand corner, click your name. This will take you to the Agent Setup screen where you can view and modify your information. If changes are made, click "Save." You will be automatically directed back to the Home page. If no changes are made, click "Cancel" to return to the Home page.

How do I view my saved quotes or submitted and completed applications?

On the Home page, click "My EXPRESS APP." This takes you to all your submitted and completed applications. If you are unable to view your submitted applications, make sure the "Show Submitted" box is checked. (This box is located below the incomplete/completed applications.)

How do I remove a Spouse/Dependent from coverage I've selected?

Once you have selected the desired policy, click the  icon. To remove a spouse/dependent from the policy selected, uncheck the spouse/dependent you want to remove then click "Done." If you want to add a child to the policy selected, click "Add Child" and enter in required information, and then click "Done."

Why won't it let me choose an option for tobacco use for the child?

Children 0-17 are always considered non-tobacco.

Why can't I add other options and coverage with a Child-Only Policy?

Once you select "Child-Only Policy" you can only quote and submit an application for a child with the Affordable Health Benefits. If you wish to quote or write an application for a different product for other insureds, you must begin a new proposal.

Frequently Asked Questions

Why can't I choose monthly direct bill?

Applicants may choose to pay their premiums via direct bill on a quarterly, semi-annual, or annual direct bill basis. However, monthly direct bill is not an available option. Applicants may choose to pay their premiums on a monthly, quarterly, semi-annual or annual through a personal bank account on an individual EFT basis.

Why can't I add the First Diagnosis Heart/Cancer policy after choosing the First Diagnosis Cancer/Heart policy?

The First Diagnosis Cancer/Heart contains a First Diagnosis Cancer/Heart Rider that is identical to the policy. Simply, select the desired First Diagnosis Cancer/Heart Rider instead of selecting the base plan.

Why do I have to answer similar questions more than once?

Questions must be asked exactly as listed on the product's application and terminology may differ between products.

Why can't I change the effective dates on different policies?

Since each policy is billed at the same time, the effective dates must also be the same. This creates a single transaction for your client.

Can I access the EXPRESS APP website without going through AgentView?

No. EXPRESS APP can only be accessed through www.AgentView.gafri.com.

Why is some application data not appearing on the screen or the Submit button is not selectable?

Data may not appear due to incompatibility issues with older internet browser versions. EXPRESS APP is compatible with Firefox v10+, Internet Explorer 8+, and Google Chrome v13+.

Need Assistance?

Please call (877) 454-0923 or email NewBusinessGASB@GAFRI.com.