



Gerber Life
Insurance Company

NEW! ONLINE SERVICES

- MEDICARE SUPPLEMENT -

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May 20th, 2011

AVAILABLE SOON!

Gerber Life Insurance Company would like to announce the availability of new online administrative services for their Medicare supplement agents available on Monday, May 23rd, 2011.

Since Mutual of Omaha functions as the administrative offices for the Gerber Life Medicare supplement product, these new services are available on the Mutual of Omaha broker website *Sales Professional Access* (SPA) at:
www.mutualofomaha.com/broker

ONLINE ACCESS:

Gerber Life Medicare supplement agents can register for a SPA user ID and password in order to access these new services. To get started simply visit the website URL address listed above and select the *Sign up* link next to "Not registered?"

If you are an agent who is already registered on SPA, you can continue to use your existing login information to access these new services: electronic commission statements, app tracking & case monitoring reports, direct deposit information update form, other miscellaneous reports.

ELECTRONIC COMMISSION STATEMENTS:

Gerber Life Medicare supplement commission statements will be available online for agents to view. Paper commission statements will continue to be mailed out for a period of time after the electronic commission statements are accessible online.

Later in 2011 we will cease to mail out paper commission statements to Gerber Life Medicare supplement agents and these documents will only be available online. More information will come regarding this project.

INSTRUCTIONS - viewing electronic commission statements

- 1) Visit Sales Professional Access (SPA)** at www.mutualofomaha.com/broker
- 2) Log in** - Use your existing login information or create an account (see "Online Access" section above).
- 3) Set your Compensation PIN (optional)** - You can set a PIN to secure your electronic commission statements.* Select the *Support* tab, click on the *Compensation PIN* link and follow the directions to set your PIN.

*A Compensation PIN will help keep your commission information separate and private from your other reports on the Reports tab.

- 4) Select the Reports tab** - On the *Reports* page, click the *Compensation (Brokerage)* link and enter your production number. (If you have set up a Compensation PIN, you will be required to enter it at the top of the *Reports* page once after each time you log into SPA prior to viewing your compensation reports.)

APP TRACKING
& CASE MONITORING:

Agents will be able to track their submitted applications through these two online reports.

App Tracking shows which of an agent's applications have been recently received by our imaging area. The writing agent for an application can search this report by their production number or by their applicant's name and date of birth. Upline agents or agencies that search App Tracking using their own production numbers will not be able to see the applications written/submitted by their downline agents or agencies in this report.

Case Monitoring shows the progress of an application/case in the Underwriting review process after it has been assigned a case number. Agents can check this view to see if the underwriter has noted any outstanding case requirements. Agents can search this report by their production number or their client's assigned case/policy number. Upline agents or agencies can search Case Monitoring using their own production number to see the cases written/submitted by their downline agents or agencies.

DIRECT DEPOSIT:

An online Direct Deposit form will be available for agents to use to submit or update their banking information so that they can receive Gerber Life Medicare supplement commission payments directly into their bank accounts via Electronic Funds Transfer (EFT). The electronic Direct Deposit form is on the *Reports* tab in SPA. Select the *Compensation* link, and then the *General Information* sub-link to find the form.

OTHER REPORTS:

These additional reports can be found on the *Reports* tab in SPA:

Policy Conservation Opportunities is a report agents can use to view which of their clients have policies that may lapse or have already lapsed or been cancelled/terminated. It is found under the *Client Management* link.

Rate Adjustment Action is a report showing an agent which of his/her clients are going to receive a rate adjustment to their premiums. It is found under the *Client Management* link.

Initial Premium Tracking is a report agents can use to view the initial premium amount owed or paid by their clients for policies. It is found under the *New Business* link.

QUESTIONS:

Please contact us if you have any questions.

Call: (877) 617-5592

E-Mail: GerberSalesSupport@medsuppservices.com