

Voice Signature Process

To provide additional flexibility when completing applications, the American Amicable Group has made available the option of conducting remote sales of most products using our “Voice Signature” process. The following are some general instructions on this process:

- Complete the application using our Mobile Application (www.InsuranceApplication.com). You will be presented with multiple signature options. Select “Voice Signature”.
- The following screen will appear providing:
 - Detailed instructions regarding the process of recording the Voice Signature.
 - A link to the script (gray button) used to create the recording of the voice signature.
 - A button used to verify the recording has been completed successfully & received.

IMPORTANT: BEGIN THE VOICE SIGNATURE RECORDING PROCESS:

- Obtain the appropriate voice signature script by clicking the button to the right. [Click Here for Voice Signature Script \(PDF\)](#)
- With the applicant on the line, initiate a 3-way conference call with the American Amicable Group recording service by calling 800-927-1604 or 254-224-0345. (If all lines are busy, please wait a few moments and try again.)
- When prompted, enter the 6-digit App Number (027916) to be followed by the “#” key. The App Number must match exactly.
- Follow the remaining prompts until you hear “This call is now being recorded”, you can then proceed with the recording. Read the items from the script and allow the individual to respond.
- Press the “#” key to terminate the recording once you have gone through the entire script. This will disconnect you from the recording service.
- Upon completion of the recording, select the “Click to verify recording has been received” button below. This will confirm the recording has been delivered to the Home Office. (This process will take a few moments to complete.) Once verified the message “Voice recording has been received” will display.
- You can now finalize the application by clicking the “Proceed with Application Transmission” button.
- REMINDER: The application cannot be transmitted to the Home Office unless the recording has been completed & received.

[Click to verify recording has been received](#)

- With the applicant on the line, initiate a 3-way call with the American Amicable Group recording system by calling [\(800\)-927-1604](tel:800-927-1604) or [\(254\)-224-0345](tel:254-224-0345).
- When prompted, enter the 6-digit numeric App Number (found the screen above) to be followed by the “#” key. The number you enter must match the one on this screen exactly. (Helpful Hint: Do not include any alpha character that may appear preceding the App Number.)
- Follow the remaining prompts until you hear “This call is now being recorded”. At this point proceed with the recording using the script provided. (Read each item on the script and allow the applicant to reply.) The script must be read exactly as provided and you must be compliant with this process.
- When you have finished reading the entire script with the applicant, press the “#” key to terminate the recording process.
- Upon completion of the recording, select “Click to verify recording has been received”. This confirms the recording has been completed successfully.
- Wait to receive the confirmation message “Voice recording has been received.”
- You can now finalize the application by clicking “Proceed with Application Transmission”.
- Follow the normal steps remaining to submit the application.