

Transmitting Paid Up Policy Data to the DOI

User Documentation



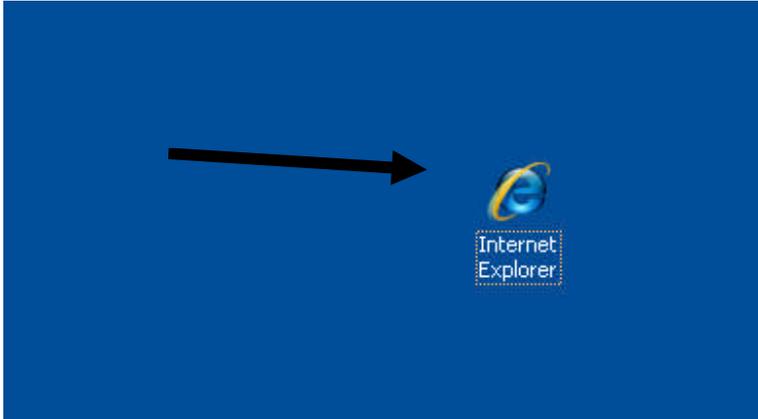
Kentucky Department of Insurance
December 2009
User Documentation
Version 1.0

TABLE OF CONTENTS

| | |
|--|----|
| Starting the Application/E-Services | 3 |
| Setting Up An Account | 7 |
| Entering E-Services With a Username and Password | 15 |
| Loading Data into E-Services | 17 |
| Loading Data One Record at a Time | 17 |
| Loading Multiple Policies | 27 |
| Viewing Transaction History | 36 |

STARTING THE APPLICATION/ESERVICES

1. To begin the E-Services application, double click on the **Explorer icon** on your desktop. The icon is shown below.



External users should proceed to the Kentucky DOI webpage at:

<http://insurance.ky.gov/>

2. After clicking into the above website, the following page should appear:

Kentucky.gov KY Agencies | KY Services | Search Kentucky.gov for Search Terms Search Go

Kentucky
Department of Insurance

eServices
denotes external link

Home

Our Divisions / Programs

File a Complaint

Health Reform Information

Report Insurance Fraud

Consumer Information

Agent Licensing Information

Company Information

Communications and Public Outreach

Forms & Documents

Statutes & Regulations

Bulletins & Advisories

Publications

Department of Insurance

The Kentucky Department of Insurance regulates the commonwealth's insurance market, licenses agents and other insurance professionals, monitors the financial condition of companies, educates consumers to make wise choices and ensures that Kentuckians are treated fairly in the marketplace.

Our Mission: We promote sound, competitive insurance markets; protect the public through effective enforcement and regulation; and empower the public through outreach and education.

Thank you for visiting our Web site. We welcome your input and suggestions. If you have questions or need our assistance, please contact us - e-mail: doi.info@ky.gov, KY Only toll free 800-595-6053, TTY 800-462-2081 or 502-564-3630.

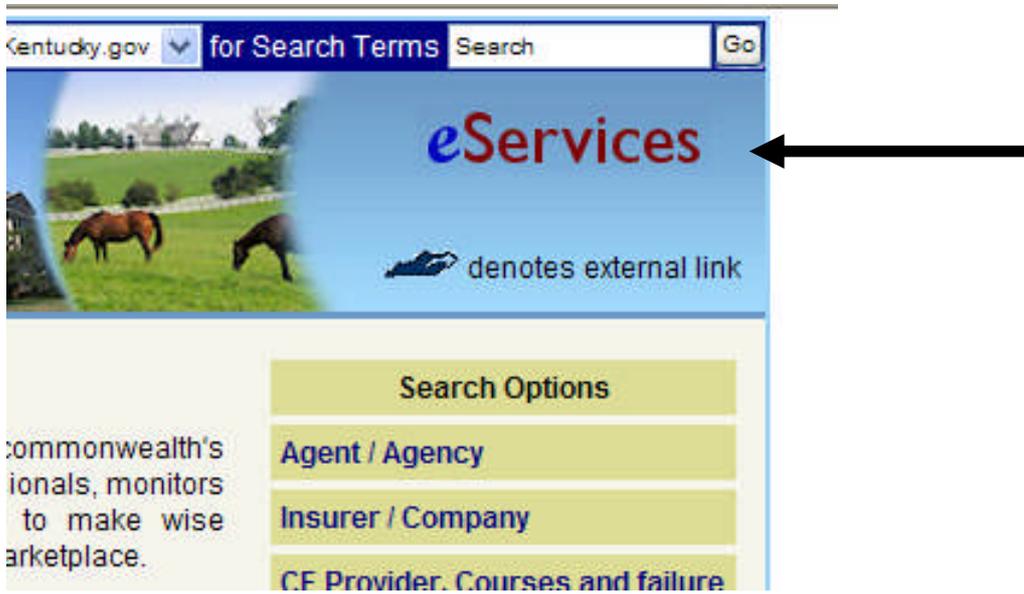
What's New / Recent Topics

- Health Reform Medicare Prescription Rebate
- 2010-05 - Fraud Statistics/Convictions Activity (May)
- Unauthorized Health Insurer Scams Kentuckians
- Patient Protection Affordable Care Act of 2010 (Advisory Opinion and Order)
- 2010-04 - Fraud Statistics/Convictions Activity (April)

Search Options

- Agent / Agency
- Insurer / Company
- CE Provider, Courses and failure to comply with CE
- Complaint Ratio
- Market Conduct Examination Reports and Orders
- Medicare Supplement
- Statutes & Regulations
- Legal Orders
- Forms & Documents

3. Click the E-Services icon in the top right corner of the webpage.



4. Which will direct you to the DOI e-services portal, as shown below.

The screenshot shows the KY Department of Insurance eServices portal. At the top left, it says "KY Department of Insurance". At the top right, there are links for "KYOI Home", "FAQs", and "Contact Us". The main heading is "What does eServices offer?". On the left, there is a login box with "Please log in here:" and fields for "Username" and "Password", with a "submit" button. Below the login box are links for "First time here? Please click here to register for secure access.", "Forgot your password?", "Having trouble logging in? Click here for assistance." (with a headset icon), and "Click Here to learn about our security.". The main content area is divided into four sections: "Consumers", "Business Entities", "New Applicants - ** (Paperwork not submitted yet)", and "Insurers". Each section contains a list of services available.

KY Department of Insurance KYOI Home | FAQs | Contact Us

What does eServices offer?

Please log in here:

Username

Password

[First time here? Please click here to register for secure access.](#)

[Forgot your password?](#)

Having trouble logging in?  Click here for assistance.

[Click Here](#) to learn about our security.

Consumers

- Submit Consumer Complaint File
- View data related to ratios (i.e., Complaint, Medicare Supplement, Consumer Guides) - **
- Find information related to a licensed Insurer, Individual or Business Entity - **

New Applicants - ** (Paperwork not submitted yet)

- Access to applications, study guides, instructions and documents

Business Entities

- Review your affiliated individuals licensing information (i.e., addresses, examinations, license/application status, continuing education, etc.)
- Submit requests for additional licenses, clearance / certification letters, voluntary surrenders, address changes, name changes, license renewals, and designations. **

Insurers

- Review your affiliated individuals licensing information (i.e., addresses, examinations, license/application status, continuing education, etc.)
- Renew appointments and submit payments **(Instructions) - New**
- Submit financial responsibility requests. **

SETTING UP A NEW ACCOUNT

Before using E-Services, you'll need a username and password. To create a new username and password, click "First Time Here".

The screenshot shows the KY Department of Insurance website. At the top left, the text "KY Department of Insurance" is displayed. Below this is a blue login box with the heading "Please log in here:". It contains two input fields: "Username" and "Password", followed by a "submit" button. To the right of the login box is a vertical navigation menu with a grey header and a light green background. The menu items include "What", "Consumers", "Submit Consun", "View data relat", "Complaint, Mec", "Consumer Guid", "Find informatio", "Insurer, Individu", and "New Applicants - **". A black arrow points from the "View data relat" link in the menu to the text "First time here? Please click here to register for secure access." located below the login box. Other text on the page includes "Forgot your password?" and "Having trouble" with a small red icon.

This will enable the user to set up the account to gain access to the application.

KYOffice of Insurance

Create New eServices User Account :

Your eServices Account Information

Username

Password

Verify Password

UserType

Security Question

Answer

Your Contact Information

First Name Middle Name/Initial Last Name

Suffix Name SSN

Telephone Extension

E-mail Address

Your Mailing/Shipping Information

Address Line 1

Address Line 2

City State Zip

First, manually create your username and password:

Create New eServices User Account :

Your eServices Account Information

Username

Password

Verify Password

UserType

Security Question

Answer

Your Contact Information

First Name Middle Name/Initial Last Name

Suffix Name SSN

Telephone Extension

E-mail Address

Your Mailing/Shipping Information

Address Line 1

Address Line 2

City State Zip

Username
Enter your username. It must be between 8-15 alpha numeric characters in length

First...your username.

Note the tool tips offered with each field.

Then the password....

Your eServices Account Information

Username

Password

Verify Password

UserType

Security Question

Answer

Password
Enter a password that is between 8 to 15 alpha numeric characters. **Your password must contain at least 1 number.**

You must verify your password once entered.....

KYOffice of Insurance

Create New eServices User Account :

Your eServices Account Information

Username

Password

Verify Password

UserType

Security Question

Answer

Verify Password
Enter the password you entered above to verify.

Your Contact Information

Next, select user type “Life-Paid Up Policies”...

Create New eServices User Account :

The screenshot shows a web form titled "Your eServices Account Information". The form has several sections: "Your eServices Account Information", "Your Contact Information", and "Your Mailing/Shipping Information". The "UserType" dropdown menu is open, showing a list of options. The option "Insurer: Life - Paid Up Policies" is highlighted in blue, and a black arrow points to it from the right. The "Security Question" dropdown menu is also open, showing a list of options. The "Answer" field is empty. The "First Name" field is empty. The "Suffix Name" field is empty. The "Telephone" field is empty. The "E-mail Address" field is empty. The "Address Line 1" field is empty. The "Address Line 2" field is empty.

| Section | Field | Value |
|------------------------------------|-------------------|----------------------------------|
| Your eServices Account Information | Username | testing1 |
| | Password | •••••••• |
| | Verify Password | •••••••• |
| | UserType | Individual: Individual Access |
| Your Contact Information | Security Question | Individual: Individual Access |
| | Answer | |
| | First Name | |
| | Suffix Name | |
| | Telephone | |
| Your Mailing/Shipping Information | E-mail Address | |
| | Address Line 1 | |
| | Address Line 2 | |
| | Selected UserType | Insurer: Life - Paid Up Policies |

Select a security question.....

The screenshot shows the same web form as above, but now the "Security Question" dropdown menu is open, and "Your Mother's Maiden Name" is selected. The "Answer" field is empty. The "First Name" field is empty. The "Suffix Name" field is empty. The "Telephone" field is empty. The "E-mail Address" field is empty. The "Address Line 1" field is empty. The "Address Line 2" field is empty. The "UserType" dropdown menu is now closed, and "Insurer: Life - Paid Up Policies" is selected.

| Section | Field | Value |
|------------------------------------|-------------------|----------------------------------|
| Your eServices Account Information | Username | testing1 |
| | Password | •••••••• |
| | Verify Password | ••~•••••• |
| | UserType | Insurer: Life - Paid Up Policies |
| Your Contact Information | Security Question | Your Mother's Maiden Name |
| | Answer | |
| | First Name | |
| | Suffix Name | |
| | Telephone | |
| Your Mailing/Shipping Information | E-mail Address | |
| | Address Line 1 | |
| | Address Line 2 | |
| | Selected UserType | Insurer: Life - Paid Up Policies |

Then....answer the security question...

Create New eServices User Account :

| Your eServices Account Information | |
|------------------------------------|---|
| Username | <input type="text" value="testing1"/> |
| Password | <input type="password" value="....."/> |
| Verify Password | <input type="password" value="....."/> |
| UserType | <input type="text" value="Insurer: Life - Paid Up Policies"/> |
| Security Question | <input type="text" value="Your Mother's Maiden Name"/> |
| Answer | <input type="text" value="testing123"/> |

Answer
Enter the answer to the security question you selected above. Please choose something easy to remember.

| Your Contact Information | |
|--------------------------|--|
|--------------------------|--|

Enter your contact information in this area.

| Answer | <input type="text"/> | | |
|--------------------------|---|---------------------|--|
| Your Contact Information | | | |
| First Name | <input type="text" value="John"/> | Middle Name/Initial | <input type="text" value="E"/> |
| Suffix Name | <input type="text" value="Mr"/> | SSN | <input type="text" value="555666777"/> |
| Telephone | <input type="text" value="5025551212"/> | Extension | <input type="text" value="1234"/> |
| E-mail Address | <input type="text" value="johndoe@ky.gov"/> | | |

| Your Mailing/Shipping Information | |
|-----------------------------------|--|
|-----------------------------------|--|

Then the address information.

Note:
The phone number should contain no dashes.

| Your Mailing/Shipping Information | | | |
|-----------------------------------|---|-------|------------------------------------|
| Address Line1 | <input type="text" value="123 Main St"/> | | |
| Address Line2 | <input type="text" value="P.O. Box 123"/> | | |
| City | <input type="text" value="Frankfort"/> | State | <input type="text" value="KY"/> |
| | | Zip | <input type="text" value="40601"/> |

After the address information has been added, you will need to add all companies that will be associated with the user id.

(One user id can be associated with multiple companies)

See below for an example.

Add the company by FEIN...

The image shows a web form for user registration and company addition. The form is divided into several sections:

- Registration Fields:** Username (testing2), Password (masked), Verify Password (masked), UserType (Insurer: Life - Paid Up Policies), Security Question (Your Mother's Maiden Name), and Answer (testing22).
- FEIN/Tax ID:** A callout box explains: "FEIN/Tax ID Enter the FEIN/Tax ID number for the company or business entity that you will be administering. Numbers Only no space or dashes."
- Your Contact Information:** First Name (jane), Middle Name/Initial (e), Last Name (doe), Suffix Name (ms), Telephone (555-1212), Extension (1234), and E-mail Address (jdoe@ky.gov).
- Your Mailing/Shipping Information:** Address Line1 (123 main st), Address Line2 (p.o. box 16), City (frankfort), State (KY), and Zip (40601).
- Add Companies:** FEIN/TAX ID (610574893) and an "Add Company" button.

Annotations include:

- A note box: "Note: The FEIN should have no dashes..." with an arrow pointing to the FEIN/Tax ID field.
- A note box: "Add FEIN, click 'Add Company'..." with an arrow pointing to the "Add Company" button.

After the company has been added, the company name will be added to the grid as shown here...

Your Mailing/Shipping Information

Address Line1: 123 main st
Address Line2: p.o. box 16
City: frankfort State: KY Zip: 40601

Add Companies

FEIN/TAX ID: 610574893
Add Company

| Select | FEIN/TAX ID | Company Name |
|--------------------------|-------------|---|
| <input type="checkbox"/> | 610574893 | Investors Heritage Life Insurance Company |

Remove Company

Create Account

You may add additional companies in the same manner.

City: frankfort State: KY Zip: 40601

Add Companies

FEIN/TAX ID:

Add Company

| Select | FEIN/TAX ID | Company Name |
|--------------------------|-------------|---|
| <input type="checkbox"/> | 610574893 | Investors Heritage Life Insurance Company |
| <input type="checkbox"/> | 640283583 | Southern Farm Bureau Life Insurance Company |

Remove Company

Create Account

Note:
You are able to delete a company by clicking the box next to the company to remove, then by clicking "Remove Company"...

After all pertinent data has been entered, you are ready to create your account. Click “Create Account” to proceed.

Address Line2

City State Zip

Add Companies

FEIN/TAX ID

| Select | FEIN/TAX ID | Company Name |
|--------------------------|-------------|---|
| <input type="checkbox"/> | 610574893 | Investors Heritage Life Insurance Company |
| <input type="checkbox"/> | 640283583 | Southern Farm Bureau Life Insurance Company |

←

IMPORTANT: If nothing happens after clicking “Create Account”, please scroll to the top of the form to see if there are editing errors to consider.

After clicking “Create Account”, you should be taken to the following screen.

August

KY Department of Insurance

[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

eServices

- ▶ [Paid Up Policies](#)
- ▶ [View Transaction History](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

ENTERING E-SERVICES WITH YOUR USERNAME AND PASSWORD

To enter the E-Services application, after you have already established your username and password, enter your username and password in the following fields from the E-Services portal previously shown in the documentation.

KYDepartment of Insurance

Please log in here:

Username

Password

[First time here? Please click here to register for secure access.](#)

[Forgot your password?](#)

[Having trouble](#) 

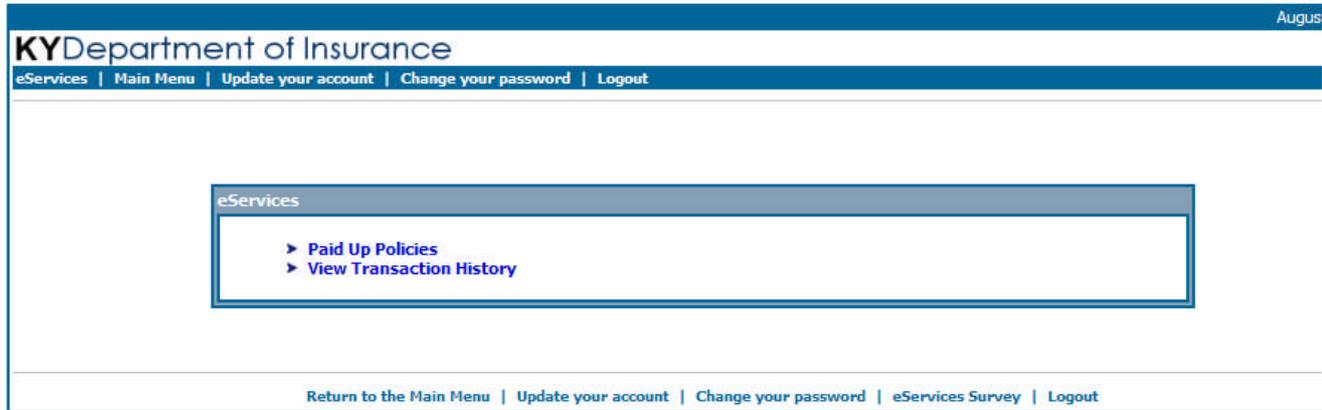
Please log in here:

Username

Password

Then click
'Submit'

The following screen should display...



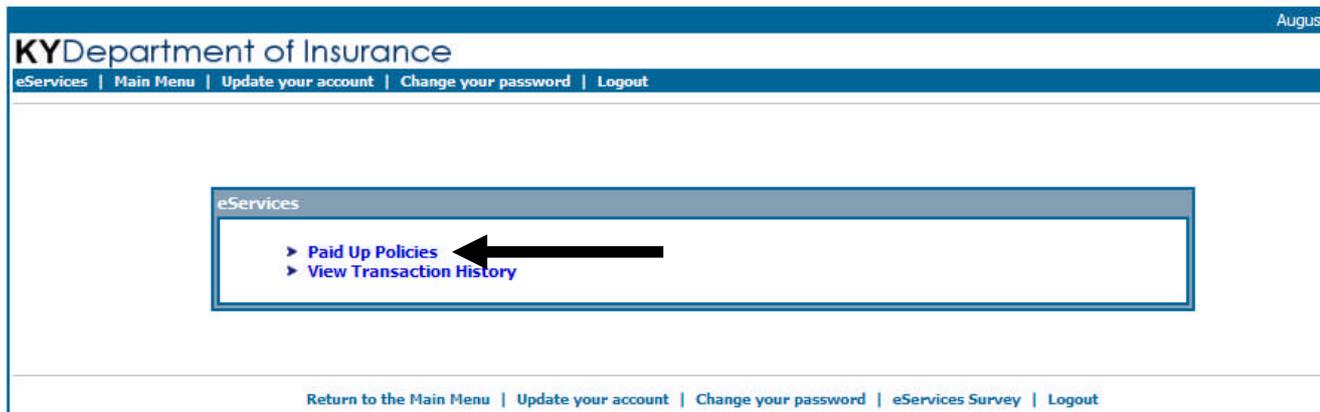
LOADING DATA

There are two ways to load data into the application:

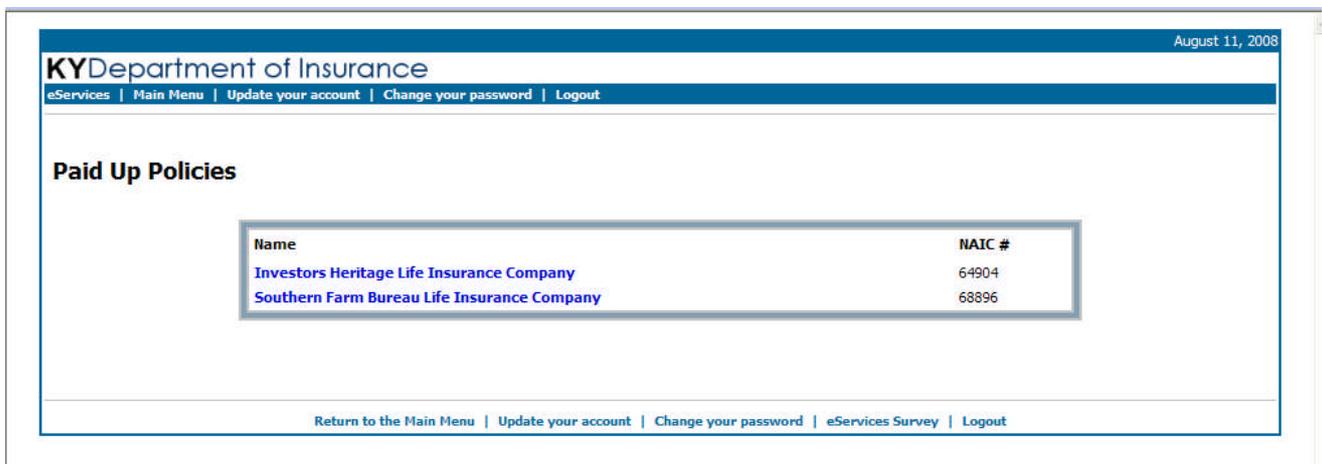
1. One policy at a time
2. Multiple policies at a time

LOADING ONE POLICY AT A TIME

To load one policy at a time, select from the entry screen “Paid Up Policies”.



The following screen will display.



You will need to select the company in which you are loading the data.

IMPORTANT: You will only be able to load the data by company. Should you send multiple policies for multiple companies, only the data from the company clicked will load.

After clicking the company above, the following screen will present.

August 11, 2008

KY Department of Insurance
eServices | Main Menu | Update your account | Change your password | Logout

Paid Up Policies

| Company Name | NAIC# |
|---|-------|
| Investors Heritage Life Insurance Company | 64904 |

Upload Data from File (^ delimited file)
 Submit data using a form

Return to the Main Menu | Update your account | Change your password | eSer

To load single policy data, select "Submit data using a form", then click submit.

This form will allow a user to enter data concerning one paid up policy.

August 11, 2008

KY Department of Insurance
eServices | Main Menu | Update your account | Change your password | Logout

Paid Up Policies

Policy Details

NAIC # 64904 Carrier Name Investors Heritage Life Insurance Company
Contact Phone #
Policy # Paid Up Date

Policy Holder Details

Last Name/Business Name First Name Middle Name
SSN/FEIN DOB
Address Line 1
Address Line 2
Address Line 3
City State Zip

(Click Add Policy Holder to add policy holder details)

Insurer Details

Last Name First Name Middle Name
SSN DOB

The top part of the form concern “Policy Details”.

| Policy Details | | | |
|-----------------|--|--------------|---|
| NAIC # | 64904 | Carrier Name | Investors Heritage Life Insurance Company |
| Contact Phone # | <input type="text" value="5025551212"/> | | |
| Policy # | <input type="text" value="ADR45698ER781"/> | Paid Up Date | <input type="text" value="06/06/2008"/> |

Policy Holder Details

Enter the Policyholder Details next.

| Policy Holder Details | | | | | |
|---|--|------------|---|-------------|------------------------------------|
| Last Name/Business Name | <input type="text" value="Smith"/> | First Name | <input type="text" value="John"/> | Middle Name | <input type="text" value="E"/> |
| SSN/FEIN | <input type="text" value="333333333"/> | DOB | <input type="text" value="06/06/1925"/> | | |
| Address Line 1 | <input type="text" value="123 Main St"/> | | | | |
| Address Line 2 | <input type="text" value="P.O. Box 1"/> | | | | |
| Address Line 3 | <input type="text" value="Kentucky Building"/> | | | | |
| City | <input type="text" value="Frankfort"/> | State | <input type="text" value="KY"/> | Zip | <input type="text" value="40601"/> |
| <input type="button" value="Add Policy Holder"/> (Click Add Policy Holder to add policy holder details) | | | | | |

After the data has been entered, click ‘Add Policy Holder’.

Note: You will be able to load more than one policyholder should you need to do so. Click ‘Add Policy Holder’, which will add the initial data to the record, and clear the data fields to load additional policyholder information. Repeat until finished.

Policy Holder Details

Last Name/Business Name First Name

SSN/FEIN DOB

Address Line 1

Address Line 2

Address Line 3

City State Zip

(Click Add Policy Holder to add policy holder details)

| Select | Name | SSN | Birth Date | Address |
|--------------------------|---------------|-----------|------------|--|
| <input type="checkbox"/> | Smith, John E | 333333333 | 6/6/1925 | 123 Main St P.O. Box 1 Kentucky Building Frankfort, KY 40601 |

The data fields are enabled for additional information gathering.

To remove information, check the 'select' box next to the record, then click 'remove'.

The record is added to the grid..

The next section deals with the Insured details. This section works like the Policyholder section. After the data is entered, click 'Add Insured Details' to complete this section.

Insurer Details

Last Name First Name Middle Name

SSN DOB

Address Line 1

Address Line 2

Address Line 3

City State Zip

Beneficiary Details

Beneficiary Details also will work in the same manner. Load the data, click ‘Add Beneficiary’ to load the data.

Beneficiary Details

Last Name First Name Middle Name

Relationship of Beneficiary to the Policy holder

(Click Add Beneficiary to add beneficiary details)

| Select | Name | Relation |
|--------------------------|----------------|----------|
| <input type="checkbox"/> | Smith, John L. | Father |

After all data has been entered, click ‘Submit Policy’ to complete the transaction.

Address Line 2

Address Line 3

State Zip

Beneficiary Details

Last Name First Name

Relationship of Beneficiary to the Policy holder

(Click Add Beneficiary to add beneficiary details)

| Select | Name | Relation |
|--------------------------|----------------|----------|
| <input type="checkbox"/> | Smith, John L. | Father |



The following screen will display.

The screenshot shows the 'Paid Up Policies' section of the KY Department of Insurance website. At the top, there is a navigation bar with links for 'eServices', 'Main Menu', 'Update your account', 'Change your password', and 'Logout'. The date 'August 11, 2008' is displayed in the top right corner. The main content area features a table with the following data:

| Select | Click | Name | Policy # | NAIC # | Policy Date |
|--------------------------|--------------------------------|---|-----------------|--------|-------------|
| <input type="checkbox"/> | Policy Details | Investors Heritage Life Insurance Company | ADR-45698ER-781 | 64904 | 6/6/2008 |

Below the table, there are two buttons: 'Delete' and 'Add Another Policy'. At the bottom of the page, there are additional links: 'View Order', 'Return to the Main M...', 'Services Survey', and 'Logout'. Three callout boxes provide instructions: one points to the 'Delete' button, another to the 'Add Another Policy' button, and a third to the 'View Order' button.

You can remove the record by clicking the select box, then delete...

You may add an additional policy.

To complete the transaction, click 'View Order'.

If you are attempting to complete your transaction by clicking 'View Order', you will be taken to the next screen...

The screenshot displays the KY Department of Insurance eServices interface. At the top right, the date "August 11, 2008" is shown. The navigation bar includes links for "eServices", "Main Menu", "Update your account", "Change your password", and "Logout". The main heading is "Transaction / Order Information". Below this, a note states: "To remove any item from your order, click on the checkbox and press 'Update Order'". A callout box points to this note with the text: "You will be given another opportunity to delete the transaction here...".

| Remove | Description | Fee(s) |
|--------------------------|----------------|---------------|
| <input type="checkbox"/> | Paid Up Policy | \$0.00 |
| Total Amount Due | | \$0.00 |

Below the table, a red note reads: "Please note: You must checkout to complete your transaction, even if your 'Total Amount Due' is 0. If the total amount due is more than \$1500.00, you can only checkout via Debit (ACH) payment method." At the bottom, there are four buttons: "Update Order", "Checkout to Submit Transaction/Complete Order", "Continue Shopping/Return to Menu", and "Cancel Order". A callout box points to the "Checkout to Submit Transaction/Complete Order" button with the text: "To finish the transaction, click 'Checkout to Submit Transaction/Complete Order'".

After you have clicked to checkout, you will get a confirmation.

August 11, 2008

KYDepartment of Insurance
[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Transaction Details:

Your transaction has been processed and does not require any additional action. Below are the details of your transaction. You may print a copy of this transaction or a copy of invoice listed below.

Order Information **Shipping Information (if applicable)**

DOI Transaction ID: 22666
 ePay Transaction ID:
 Transaction Date: 8/11/2008

| Qty | Description | Fee(s) |
|----------------|----------------|--------|
| 1 | Paid Up Policy | \$0.00 |
| Total Charged: | | \$0.00 |

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

You will get a confirmation number...

You can also review your data..

August 11, 2008

KYDepartment of Insurance
[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Paid Up Policies

| Click | Name | Policy # | NAIC # | Policy Date |
|--------------------------------|---|----------------|--------|-------------|
| Policy Details | Investors Heritage Life Insurance Company | ADR-45698ER781 | 64904 | 6/6/2008 |

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

Paid Up Policies

Policy Details

Name: Investors Heritage Life Insurance Company Policy #: ADR-45698ER781
 Contact Phone #: 5025551212 Policy Date: 6/6/2008

Policy Holder Details

| Name | SSN | Birth Date | Address |
|---------------|-----------|------------|--|
| Smith, John E | 333333333 | 6/6/1925 | 123 Main St P.O. Box 1 Kentucky Building Frankfort, KY 40601 |

Insured Details

| Name | SSN | Address |
|-------------|-----|-----------------------------------|
| SMith, John | | 123 Main St. Louisville, KY 40202 |

Beneficiary Details

| Name | Relation |
|---------------|----------|
| Smith, John L | Father |

[Print Policy](#)

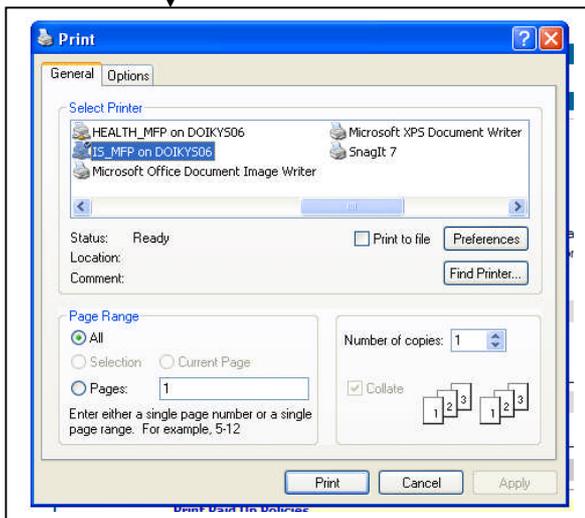
Transaction Details:

Your transaction has been processed and does not require any additional Payment information.
Below are the details of your transaction. You may print a copy of this for your records by clicking on the 'Print copy of invoice' listed below.

| Order Information | | Shipping Information (if applicable) |
|-----------------------------|----------------|--------------------------------------|
| DOI Transaction ID: 22666 | | |
| ePay Transaction ID: | | |
| Transaction Date: 8/11/2008 | | |
| Qty | Description | Fee(s) |
| 1 | Paid Up Policy | \$0.00 |
| | | Total Charged: \$0.00 |

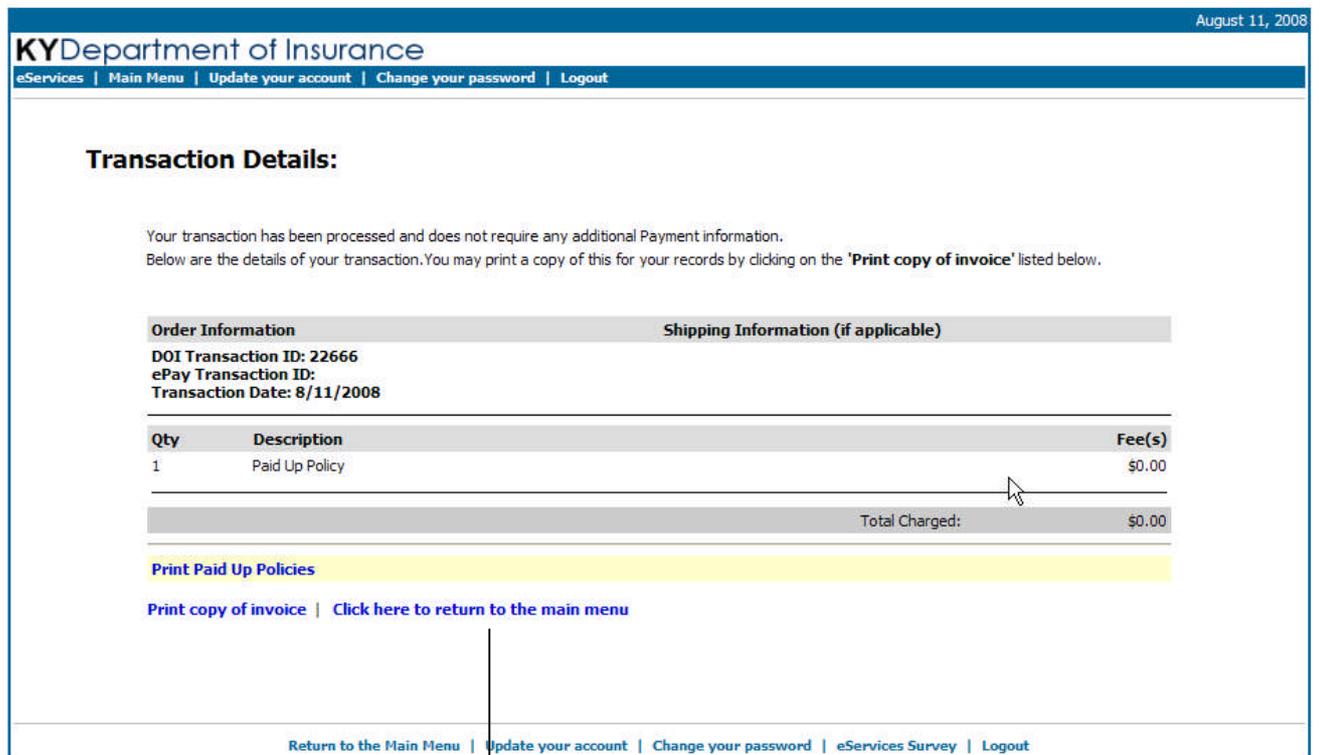
[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)



You can also print a copy of your invoice...

Or you can return to the main menu...



August 11, 2008

KY Department of Insurance
eServices | Main Menu | Update your account | Change your password | Logout

Transaction Details:

Your transaction has been processed and does not require any additional Payment information.
Below are the details of your transaction. You may print a copy of this for your records by clicking on the 'Print copy of invoice' listed below.

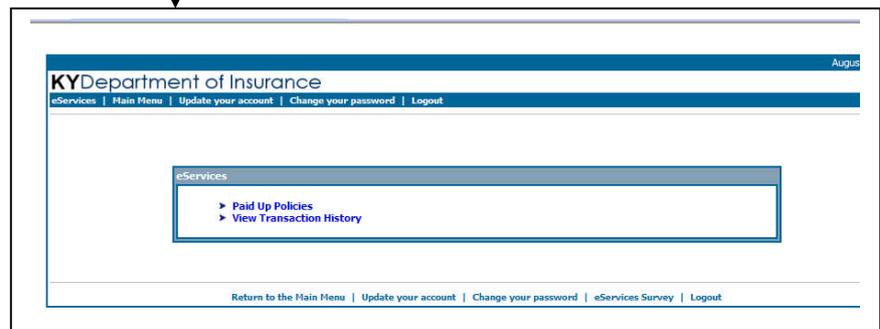
| Order Information | | Shipping Information (if applicable) | |
|-----------------------------|--|--------------------------------------|--|
| DOI Transaction ID: 22666 | | | |
| ePay Transaction ID: | | | |
| Transaction Date: 8/11/2008 | | | |

| Qty | Description | Fee(s) |
|----------------|----------------|--------|
| 1 | Paid Up Policy | \$0.00 |
| Total Charged: | | \$0.00 |

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

Return to the Main Menu | Update your account | Change your password | eServices Survey | Logout



August

KY Department of Insurance
eServices | Main Menu | Update your account | Change your password | Logout

eServices

- ▶ Paid Up Policies
- ▶ View Transaction History

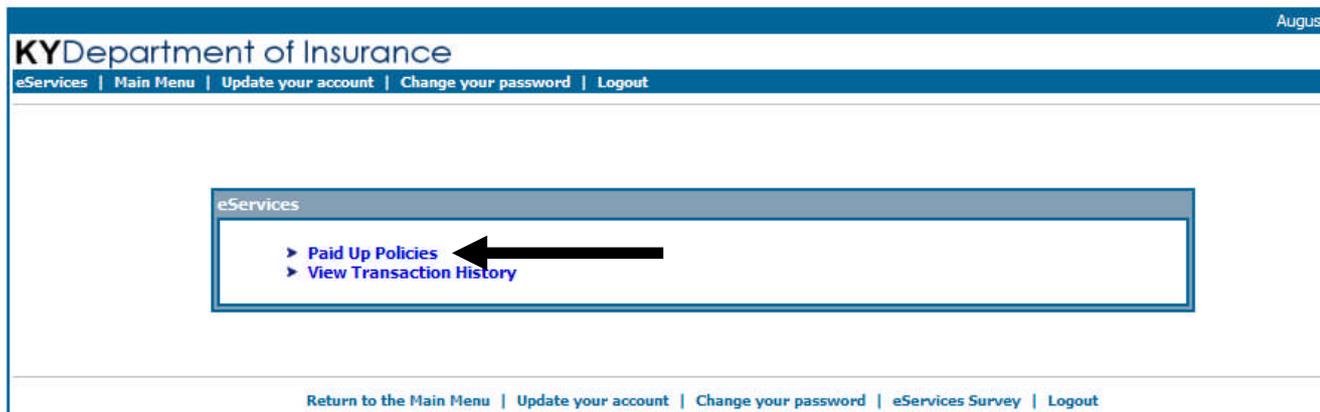
Return to the Main Menu | Update your account | Change your password | eServices Survey | Logout

Important: E-Services will timeout after 30 minutes of inactivity. Any work entered will be marked "incomplete". Please see "How to Complete an Incomplete Transaction" in the Transaction History section of this documentation.

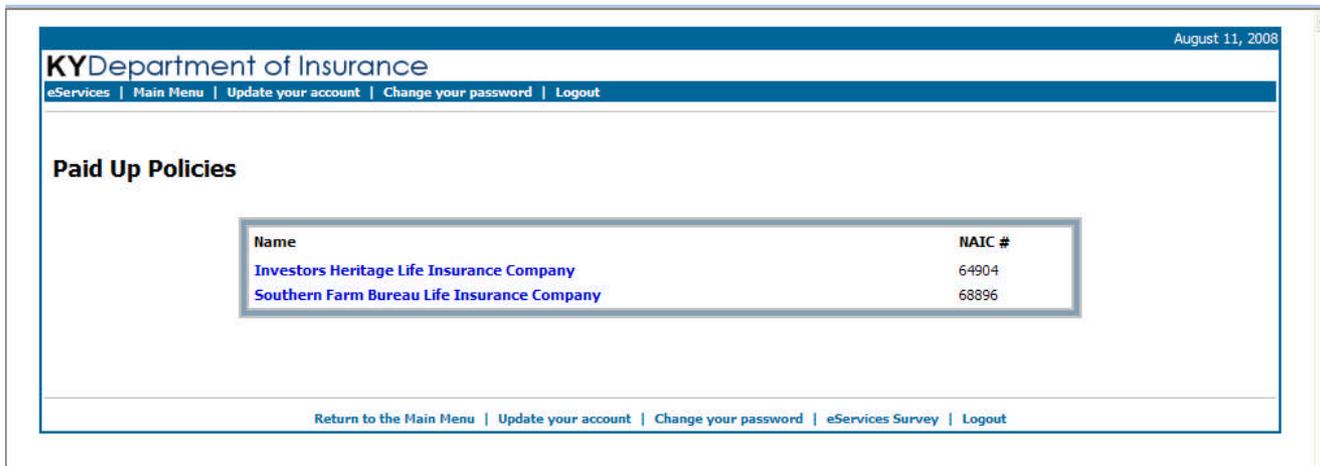
LOADING MULTIPLE POLICIES

Access to load multiple policies works much the same as a single policy load.

From the main screen, select 'Paid Up Policies'



The following screen will display.



You will need to select the company in which you are loading the data.

IMPORTANT: You will only be able to load the data by company. Should you send multiple policies for multiple companies, only the data from the company clicked will load.

After clicking the company above, the following screen will present.

August 11, 2008

KYDepartment of Insurance

eServices | Main Menu | Update your account | Change your password | Logout

Paid Up Policies

| Company Name | NAIC# |
|---|-------|
| Investors Heritage Life Insurance Company | 64904 |

Upload Data from File (^ delimited file)

Submit data using a form

Submit

Return to the Main Menu | Update your account | Change your password | eSer

To load multiple policy data, select "Upload data from File", the click submit.

The following screen presents...

Paid Up Policies

| Company Name | NAIC# |
|---|-------|
| Investors Heritage Life Insurance Company | 64904 |

Copy (Ctrl + c) data from the file, and click on the textbox below and paste (Ctrl + v) it, and then click Upload data

Note: The company selected will display here.

Upload Data List Companies

Return to the Main Menu | Update your account | Change your password | eServices Survey | Logout

The file data must be presented in character delimited text format (shift 6) (^) to load properly. The file must also conform to the templated fields as shown in the attached Excel Spreadsheet. Also is a text file as an example.

[Paid Up Example](#)

[Paid up Life Template](#)

Mandatory Fields to Pass a Data File are:

Policy Holder

Last Name
First Name
Address Line1
City
State
Zip

Insured

Last Name
First Name
City
State
Zip
DOB

Policy Number

Also, if Beneficiary information is entered, then ALL fields must be entered.

Blank fields shall be passed in a ^^ format.

To enter the multiple policy data into this screen....simply open your delimited text data file, copy, and paste into the blank screen.

As in the single policy data entry fields, you can delete a record by clicking the 'Select' box next to the record to be deleted. You may also add additional information, or proceed to check out, by clicking 'View Order'.

If you have proceeded to check out by clicking 'View Order', the following screen will display.

Transaction / Order Information

To remove any item from your order, click on the checkbox and press "Update Order".

Forms Completed by User: [testing2]

| Remove | Description | Fee(s) |
|--------------------------|----------------|---------------|
| <input type="checkbox"/> | Paid Up Policy | \$0.00 |
| Total Amount Due | | \$0.00 |

Please note: You must checkout to complete your transaction, even if your "Total Amount Due" is 0. If the total amount due is more than \$1500.00, you can only checkout via Debit (ACH) payment method.

[Update Order](#) | [Checkout to Submit Transaction/Complete Order](#) | [Continue Shopping/Return to Menu](#) | [Cancel Order](#)

You will be given another opportunity to delete the transaction here...

To finish the transaction, click 'Checkout to Submit Transaction/Complete Order'.

After you have clicked to checkout, you will get a confirmation.

August 11, 2008

KYDepartment of Insurance
[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Transaction Details:

Your transaction has been processed and does not require any additional action. Below are the details of your transaction. You may print a copy of this transaction or a copy of invoice listed below.

You will get a confirmation number...

Order Information **Shipping Information (if applicable)**

DOI Transaction ID: 22666
 ePay Transaction ID:
 Transaction Date: 8/11/2008

| Qty | Description | Fee(s) |
|-----------------------|----------------|---------------|
| 1 | Paid Up Policy | \$0.00 |
| Total Charged: | | \$0.00 |

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

You can also review your data..

August 11, 2008

KYDepartment of Insurance
[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Paid Up Policies

| Click | Name | Policy # | NAIC # | Policy Date |
|--------------------------------|---|----------------|--------|-------------|
| Policy Details | Investors Heritage Life Insurance Company | ADR-45698ER781 | 64904 | 6/6/2008 |

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

Paid Up Policies

Policy Details

| | | | |
|------------------------|---|--------------------|----------------|
| Name | Investors Heritage Life Insurance Company | Policy # | ADR-45698ER781 |
| Contact Phone # | 5025551212 | Policy Date | 6/6/2008 |

Policy Holder Details

| Name | SSN | Birth Date | Address |
|---------------|-----------|------------|--|
| Smith, John E | 333333333 | 6/6/1925 | 123 Main St P.O. Box 1 Kentucky Building Frankfort, KY 40601 |

Insured Details

| Name | SSN | Address |
|-------------|-----|-----------------------------------|
| SMith, John | | 123 Main St. Louisville, KY 40202 |

Beneficiary Details

| Name | Relation |
|---------------|----------|
| Smith, John L | Father |

[Print Policy](#)

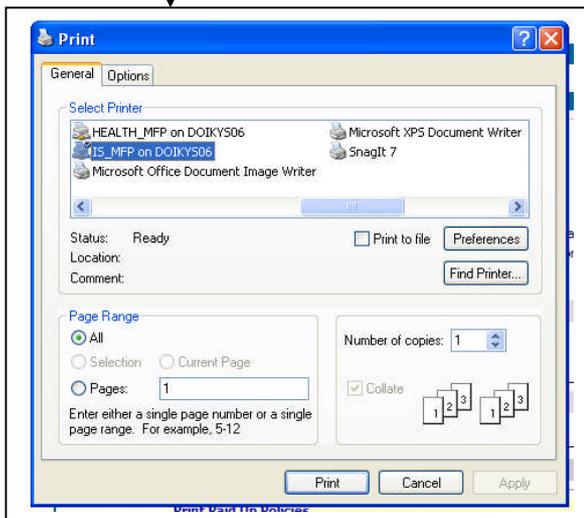
Transaction Details:

Your transaction has been processed and does not require any additional Payment information.
Below are the details of your transaction. You may print a copy of this for your records by clicking on the 'Print copy of invoice' listed below.

| Order Information | | Shipping Information (if applicable) |
|--|----------------|--------------------------------------|
| DOI Transaction ID: 22666 ePay Transaction ID: Transaction Date: 8/11/2008 | | |
| Qty | Description | Fee(s) |
| 1 | Paid Up Policy | \$0.00 |
| | | Total Charged: \$0.00 |

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)



You can also print a copy of your invoice...

Or you can return to the main menu...

August 11, 2008

KYDepartment of Insurance

[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Transaction Details:

Your transaction has been processed and does not require any additional Payment information.
Below are the details of your transaction. You may print a copy of this for your records by clicking on the **'Print copy of invoice'** listed below.

| Order Information | | Shipping Information (if applicable) | |
|--|--|--------------------------------------|--|
| DOI Transaction ID: 22666 ePay Transaction ID: Transaction Date: 8/11/2008 | | | |

| Qty | Description | Fee(s) |
|----------------|----------------|--------|
| 1 | Paid Up Policy | \$0.00 |
| Total Charged: | | \$0.00 |

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

August

KYDepartment of Insurance

[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

eServices

- ▶ [Paid Up Policies](#)
- ▶ [View Transaction History](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

VIEWING TRANSACTION HISTORY

You may return to the application to review previously sent transactions.

To do so, enter the E-Services application as described previously....

First, log into E-Services...

KY Department of Insurance

Please log in here:

Username

Password

[First time here? Please click here to register for secure access.](#)

[Forgot your password?](#)

[Having trouble](#) 

Please log in here:

Username

Password

Then click 'Submit'

The following screen should display...

KY Department of Insurance
eServices | Main Menu | Update your account | Change your password | Logout

eServices

- ▶ Paid Up Policies
- ▶ View Transaction History

Return to the Main Menu | Update your account | Change your password | Logout

Click View Transaction History...

Transaction History

| Entity / User Details | | |
|-----------------------|--------------------------|-----------------|
| DOI Number | Individual / Entity Name | |
| 300363 | | |
| User Last Name | User Middle Name | User First Name |
| doe | e | jane |

To view 30 days of transactions during a certain period, Enter the start date.

Enter Start Date

Below is a list of all your transactions within the last 30 days. You must re-submit any transactions that are listed as incomplete.

| Transaction ID | ePay Trans ID | Transaction Date | Transaction Total | Transaction Status |
|-----------------------|---------------|-----------------------|-------------------|--------------------|
| 22667 | | 8/11/2008 11:08:15 AM | | Complete |
| 22666 | | 8/11/2008 10:35:42 AM | | Complete |

Click on the Transaction ID to view the details of the Transaction.

The last 30 days of transactions will automatically display

Return to the Main Menu | Update your account | Change your password | eServices Survey | Logout

You can also search further back than this, by utilizing the tool shown here.

The screenshot shows the KY Department of Insurance website. At the top, there is a navigation bar with links for 'eServices', 'Main Menu', 'Update your account', 'Change your password', and 'Logout'. The main heading is 'Transaction History'. Below this, there is a section for 'Entity / User Details' with the following information:

| Entity / User Details | Individual / Entity Name |
|-----------------------|--------------------------|
| DOI Number 300363 | |
| User Last Name doe | User Middle Name e |

Below the details, there is a prompt: 'To view 30 days of transactions during a certain period, Enter the start date.' This is followed by an 'Enter Start Date' input field with a calendar icon, and a 'Display Transactions' button. A calendar pop-up window titled 'Calendar - Windows Int...' is open, showing the month of August 2008. The date 11 is highlighted in orange. Arrows point from the calendar icon, the 'Display Transactions' button, and the calendar window to explanatory text boxes.

Click here..

To display the calendar. This will allow you to enter a new begin date to search by, which will set the search parameter from the begin date, to current.

After the date has been set, click 'Display Transactions' to list the result in the grid, as shown below.

Enter Start Date 

Below is a list of all your transactions within the last 30 days. You must re-submit any transactions that are listed as incomplete.

| Transaction ID | ePay Trans ID | Transaction Date | Transaction Total | Transaction Status |
|-----------------------|---------------|-----------------------|-------------------|--------------------|
| 22667 | | 8/11/2008 11:08:15 AM | | Complete |
| 22666 | | 8/11/2008 10:35:42 AM | | Complete |

Click on the Transaction ID to view the details of the Transaction.

To review a record displayed in the grid, click the Transaction ID.

Below is a list of all your transactions within the last 30 da

| Transaction ID | ePay Trans ID |
|-----------------------|---------------|
| 22667 | |
| 22666 | |

Click on

Which will display the following screen.

Transaction Details

| Entity / User Details | | |
|------------------------------|---------------------------------|--------------------------------|
| DOI Number 300363 | Individual / Entity Name | |
| User Last Name doe | User Middle Name e | User First Name jane |

Transaction Status: Complete

| Order Information | Shipping Information (if applicable) |
|--|--------------------------------------|
| DOI Transaction ID: 22667 | |
| ePay Transaction ID: | |
| Transaction Date: 8/11/2008 11:08:15 AM | |

| Qty | Description | Fee(s) |
|----------------|----------------|--------|
| 5 | Paid Up Policy | \$0.00 |
| Total Charged: | | \$0.00 |

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

August 11, 2008

KY Department of Insurance
[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Transaction Details:

Your transaction has been processed and does not require any additional action. Below are the details of your transaction. You may print a copy of this for your records. A copy of invoice' listed below.

Order Information **Shipping Information (if applicable)**

DOI Transaction ID: 22666
 ePay Transaction ID:
 Transaction Date: 8/11/2008

| Qty | Description | Fee(s) |
|----------------|----------------|--------|
| 1 | Paid Up Policy | \$0.00 |
| Total Charged: | | \$0.00 |

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

You can view the confirmation number...

You can also review your data..

August 11, 2008

KY Department of Insurance
[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Paid Up Policies

| Click | Name | Policy # | NAIC # | Policy Date |
|--------------------------------|---|-----------------|--------|-------------|
| Policy Details | Investors Heritage Life Insurance Company | ADR-45698ER.781 | 64904 | 6/6/2008 |

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

Paid Up Policies

Policy Details

Name: Investors Heritage Life Insurance Company Policy #: ADR-45698ER.781
 Contact Phone #: 5025551212 Policy Date: 6/6/2008

Policy Holder Details

| Name | SSN | Birth Date | Address |
|---------------|-----------|------------|--|
| Smith, John E | 333333333 | 6/6/1925 | 123 Main St P.O. Box 1 Kentucky Building Frankfort, KY 40601 |

Insured Details

| Name | SSN | Address |
|-------------|-----|-----------------------------------|
| SMith, John | | 123 Main St. Louisville, KY 40202 |

Beneficiary Details

| Name | Relation |
|---------------|----------|
| Smith, John L | Father |

[Print Policy](#)

KY Department of Insurance

[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Transaction Details:

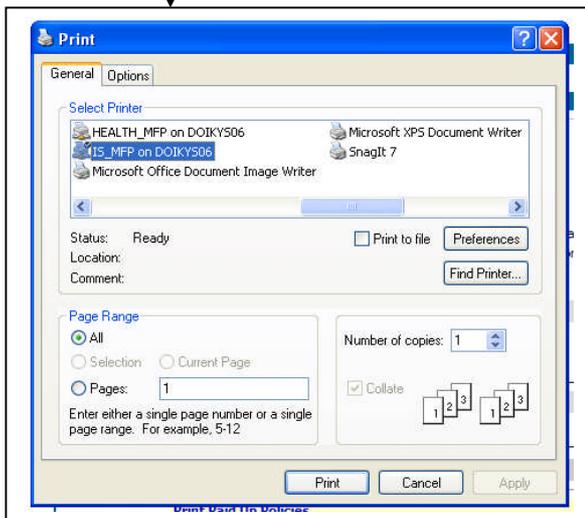
Your transaction has been processed and does not require any additional Payment information.
Below are the details of your transaction. You may print a copy of this for your records by clicking on the 'Print copy of invoice' listed below.

| Order Information | | Shipping Information (if applicable) |
|-----------------------------|----------------|--------------------------------------|
| DOI Transaction ID: 22666 | | |
| ePay Transaction ID: | | |
| Transaction Date: 8/11/2008 | | |
| Qty | Description | Fee(s) |
| 1 | Paid Up Policy | \$0.00 |
| Total Charged: | | \$0.00 |

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)



You can also print a copy of your invoice...

Or you can return to the main menu...

August 11, 2008

KYDepartment of Insurance

[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Transaction Details:

Your transaction has been processed and does not require any additional Payment information.
Below are the details of your transaction. You may print a copy of this for your records by clicking on the 'Print copy of invoice' listed below.

| Order Information | | Shipping Information (if applicable) | |
|-----------------------------|--|--------------------------------------|--|
| DOI Transaction ID: 22666 | | | |
| ePay Transaction ID: | | | |
| Transaction Date: 8/11/2008 | | | |

| Qty | Description | Fee(s) |
|----------------|----------------|--------|
| 1 | Paid Up Policy | \$0.00 |
| Total Charged: | | \$0.00 |

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

August

KYDepartment of Insurance

[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

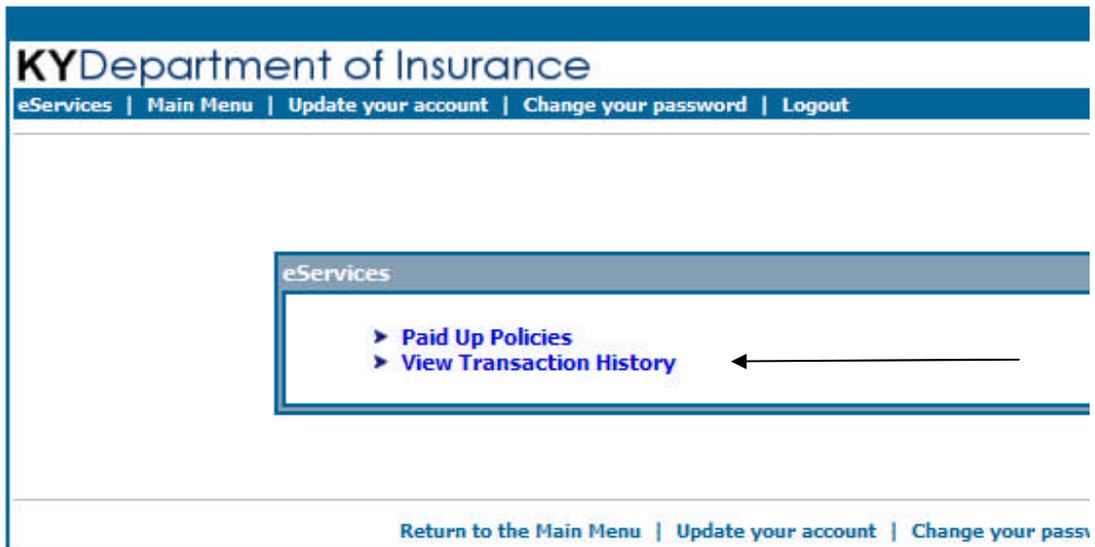
eServices

- ▶ [Paid Up Policies](#)
- ▶ [View Transaction History](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

How To Complete an Incomplete Transaction

Click View Transaction History.....



The listing of transactions for the last 30 days will display...

Transaction History

| Entity / User Details | | |
|---------------------------------|---------------------------------|-------------------------------|
| DOI Number 300156 | Individual / Entity Name | |
| User Last Name Sewing | User Middle Name D. | User First Name Ken |

To view 30 days of transactions during a certain period, Enter the start date.

Enter Start Date

You can select the Check Box and press 'Complete' to submit an incomplete transaction.

Below is a list of all your transactions within the last 30 days. You must re-submit any transactions that are listed as incomplete.

| Transaction ID | ePay Trans ID | Transaction Date | Transaction Total | Transaction Status |
|----------------|---------------|------------------|-------------------|-------------------------------------|
| 201538 | | 12/22/2009 | | Incomplete <input type="checkbox"/> |
| 201270 | | 12/21/2009 | | Incomplete <input type="checkbox"/> |

Mark this box...and click "complete" to complete the transaction

This will submit any unfinished work.