



## Lia: Frequently asked questions



### System and software information

	Question	Answer
1	What is Lia?	Lia means Life insurance anywhere and is Assumption Life's new electronic sales platform. With Lia, you will be able to quote and submit life insurance apps all in one tool and work from any computer or tablet.
2	Can I still use AMV to send applications?	No, the AMV system will no longer allow you to submit applications. We strongly recommend removing the AMV system from your computer.
3	How do I install Lia?	Go to <a href="http://lia.assumption.ca">lia.assumption.ca</a> to download Lia. You will also find download instructions and a tutorial video.
4	Will this run on my Mac computer?	Yes. Lia runs with Apple computers and tablets.
5	Will it work on my tablet? What devices are compatible?	Lia runs with most types of computers as well as iPad or Android tablets. and
6	Can I start working on my computer and complete the application on my tablet?	Yes, with the help of our cloud feature. See answers to questions 7 and 8.
7	What is the cloud?	You are able to save applications online. This allows you to transfer applications between computers or devices (PC to tablet).
8	How do I use the cloud?	Select the saved application using the check box on the left, and press on <b>Upload selected items</b> . To download to your device, go in the cloud tab and press <b>Download</b> .
9	Is my information secure?	Yes! Assumption Life uses the latest security practices to ensure your data is safe. All sensitive information is encrypted, and accounts are password protected. Furthermore, the web systems used when you submit your application are SSL certified.
10	How do I know if I have the latest version of Lia?	If you go to the Settings tab, under System Version, it will show you your current version and the latest version. Click Download to install the latest version.
11	Are updates mandatory?	Yes, you must have the latest version of Lia in order to submit your application. A message will appear when you open Lia and will let you know if an updated version is required.
12	Are all Assumption Life products on Lia?	All products are featured in Lia, including any new/updated products!

13	Where do I find product information/forms?	In Lia: You can find all forms and documents under the Documents tab In Producer's Corner: You can find forms under Forms and Applications.
14	What is Adobe AIR and should I download its updates?	Adobe AIR is a cross-platform runtime that allows systems to work on multiple devices. Yes, keeping your Adobe AIR runtime up to date will ensure your Lia runs efficiently.
15	How do I get more information on products?	From the slide out menu on the left, open the Documents screen and choose the suitable Product Guide. You can also visit <a href="http://www.producerscorner.ca">www.producerscorner.ca</a>
16	Is the Signature and Authorization Form the same for all products?	Yes it is. It was updated so please make sure you use the latest version. This form is essential and has to be sent back to us once completed and signed. Without it, we won't process your application. The fax number and email address can be found on the top of the form.

### **Account and password information**

	<b>Question</b>	<b>Answer</b>
1	Do I need a password/where can I get my password?	Yes, a password is required. Your password with Lia is the same one you use with Producer's Corner.
2	How do I change my password?	Go to Producers Corner, log in with your current details, and then click on Change User Profile and on Change Password. The new password will work in Producer's Corner and in Lia.
3	Will my username and password be saved so I don't have to type them in when I log in?	The username will be saved but for security reasons, you will be asked to type-in your password every time you log in.
4	What happens if I don't remember my password or security question?	Go to <a href="http://www.producerscorner.ca">www.producerscorner.ca</a> . On the home page, under the login box, click on Retrieve password. Fill in your username or email address and it will be sent to you.
5	If I have logged in using my security question, how do I get my password?	Go to <a href="http://www.producerscorner.ca">www.producerscorner.ca</a> . On the home page, under the login box, click on Retrieve password. Fill in your username or email address and it will be sent to you.
6	How do I log into my account?	Use the same username and password for Producer's Corner.
7	Can I have more than one profile on Lia?	Yes. If you have several Assumption Life profiles, you can add profiles by clicking on New user profile on the Lia login screen. You must be connected to the Internet to log in to a profile for the first time.
8	How do I change my username?	You cannot change your username.
9	How do I change user accounts?	To change user accounts, you must quit or Logout of Lia and open it up again; from there you will be able to select a different user profile.
10	How do I change the language on the system?	You can change the system language from the Login page on the top right. You can change the system language inside Lia at any time by pressing the Fr, or En button on the top right.
11	Other than English and French, are there more languages	The system currently supports the two official languages: French and English.

	available?	
12	How do I know in what language my application was submitted?	The application will be sent electronically in the language used at the time of submission. For example, if the system is set to English before Submit is clicked, the application will be sent in English.
13	How do I get my production reports?	Log in to Producer’s Corner (producerscorner.ca) with the same username and password you use for Lia, and under Quick Links, press Production Report.
14	Where is my commission information? How will I get my commission?	Log in to Producer’s Corner (producerscorner.ca) with the same username and password you use for Lia, and under Quick Links, press Compensation – Sales Force.

## **Submitting applications**

	<b>Question</b>	<b>Answer</b>
1	How do I submit an application?	First, you will need to be connected to the Internet to submit your application. Under the Application Summary tab follow these steps: Step 1 Review the application, Step 2 Signatures, Forms and other Reminders and then Step 3, Submit the application.
2	How will I know if my application was successfully submitted?	You will receive in an email with a 6 digit policy number if the application was successfully submitted. You can also view your applications for 72 hours in the Submitted Applications section of the My Applications tab in Lia.
3	How do I check the status of an application?	If you login on Producer’s Corner, <a href="http://www.producerscorner.ca">www.producerscorner.ca</a> , you can find status updates on the Quick Links menu to the right of your screen when selecting New Application Status.
4	If I started an application with the old system AMV, can I continue (complete the application) on Lia?	Unfortunately not. You will have to re-enter the data in Lia if you have not submitted your applications left in the AMV system before October 25, 2013.
5	How do I save if I don’t have time to complete an application?	At any time, you can press the Save button located at the top right of the screen. Your application will automatically be saved and stored in the My Applications section under Saved Applications. You can work on your application whether you are connected or not to the Internet.
6	How do I find previously submitted applications?	Applications submitted in the last 72 hours can be found in the My Applications section, under Recently Sent Applications. To find the applications sent more than 72 hours ago, log in the Producer’s Corner and click on reports – Online Products to view applications.
7	How do I open a quote?	To open an application you have already worked on, go to the My Application section, find your application, and click Open.
8	Why can’t I submit my application?	Lia may not be able to submit an application in the following situations:  <b>i. No Internet access:</b> Please ensure your device is connected to the Internet and that

		<p>the Internet connection is operating. If you are still unable to submit, check your firewall settings to ensure they are not blocking Lia applications.</p> <p><b>ii. Software version:</b> The system will not allow you to submit an application if you are using an old version of Lia. Please verify that you are using the most recent version of Lia before submitting your application.</p> <p><b>ii. Wait time:</b> Submitting an application should take less than 60 seconds. However, Lia may require more time depending on your Internet speed and whether or not you have attached large files with you application. If the submission process takes more than five minutes, please contact the Assumption Life technical support desk: 1-855-853-6040</p> <p><b>iv. Security question:</b> When you log into Lia using your security question, the system automatically disables the submit permission. To submit, you first need to enter your password.</p> <p><b>v. Out-of-date profile information:</b> When you submit, Lia verifies your profile details before sending the application. Please ensure that important profile information, such as your username, password and agent code, are valid and up to date.</p> <p><b>vi. Account permissions:</b> Assumption Life reserves the right to control user's "submit application" permissions. To submit, users must have a valid, active Assumption Life account. Your MGA may also ask Assumption Life to disable the submit permission on your account.</p>
9	Why does it say I do not have internet access?	LIA is unable to communication with AML, please make sure your firewall is allowing LIA. Norton and AVG Paid are both known to cause issues.
10	Why aren't my saved policies there?	When you log in using security answers, saved applications are only shown for 72 hours. Please log in with your password to view all of your applications.
11	How do I add a rider to an existing policy?	Click on the <b>Add rider</b> button, located in the new application tab. Then, simply enter the policy number and fill out the rest of the application.

How do I reach technical support?	By email: <a href="mailto:lia@assumption.ca">lia@assumption.ca</a> or by telephone: 1-855-853-6040
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