

My Resolution Life

Change occupation rate

How to Guide

Resolution Life

Update your client's occupation rate

If your client has an existing Elevate Insurance Plan or a Firstcare-Lifetime Protection Plan (formally Flexible Lifetime Protection (FLP)), you firstly need a quote before you can update your client's occupation rating. You can do this by completing the [Online quotes enquiry form](#).

There are 2 steps on the form that need to be completed:

- 1. Policy details** – add your client's policy and customer details.
- 2. Enquiry details** – apply for a quote and answer a series of underwriting questions

How to request a quote to update occupation rating

Step 1 Complete the client's policy and personal details as required on the form.

Step 1: Policy details

Policy details

Policy number *

What is your relationship to the customer *

Your name

First name *

Last name *

Your contact details

Email address *


Phone number *

How to request a quote to update occupation rating

Step 2 Select *Apply for a quote to update occupation rating* from the dropdown menu.

Step 2: Enquiry details

Type of quote required *

Select your enquiry type 

- Select your enquiry type
- Decrease insured amount
- Increase insured amount
- Alter waiting or benefit period
- Add or remove benefit
- Apply for a quote to update occupation rating**
- Other

How to request a quote to update occupation rating

Step 2 (cont..) Complete the series of underwriting questions and submit the request.

Step 2: Enquiry details

Type of quote required *

Apply for a quote to update occupation rating

What is their occupation title? *

What industry do they work in? *

How long have they been working in their current role? *

Do they hold any professional/trade qualifications? *

- Select -

In their **main** occupation, what percentage of time do they spend performing the following types of duties. Total duties = 100%

Sedentary/Administrative

%

Supervising manual work

%

Light manual

%

What happens next?

Generally, you will receive this quote within 1-2 business days, but it may take longer if the quote is complex.

When you have the quote, **your client** will need to:

- Log into their [My Resolution Life](#) account
- From the dashboard (the page that displays after you log in), select **More details** on the right-hand side of the screen
- From the policy dashboard select **Manage my cover** and click on **Apply to update your occupation rating**
- Your client will need to attach a copy of the quote received from Resolution Life to the online form
- To finalise this request, your client will need to answer three further questions, read and acknowledge the disclaimers and submit the form.

It's important to remember that this request needs to be submitted to Resolution Life within **30 days of the date of the quote letter**.

What you need to know

Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671 (Resolution Life) is part of the Resolution Life Group and can be contacted via the Contact us page.

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