

IFA - Life Lens

Quick Reference Guide

Life Lens is a new face scanning tool for the Chubb Life customer onboarding journey that gives immediate insights into the customer's health.

To be eligible for the Life Lens scan, the customer must:

- › Be a brand-new customer to Chubb. This means they are not a life assured on any in force policy underwritten by Chubb Life, including ANZ, Southern Cross, Cigna Heritage or Chubb Life products
- › Be aged 18-60
- › Have Assurance Extra included in their quote
- › Have a compatible smartphone device from 2019 or later. For a detailed list of compatible models, please see the FAQs.

Quote Journey - What's New?

A new "Customer Status" field has been added to the Quote Customer Details Screen

For customers who are eligible to register for a scan select "New Customer" field.

- › If the customer has an existing Chubb Life policy in place or does not wish to register to scan, select the "Existing Chubb Customer" field.

Tell us about your customer

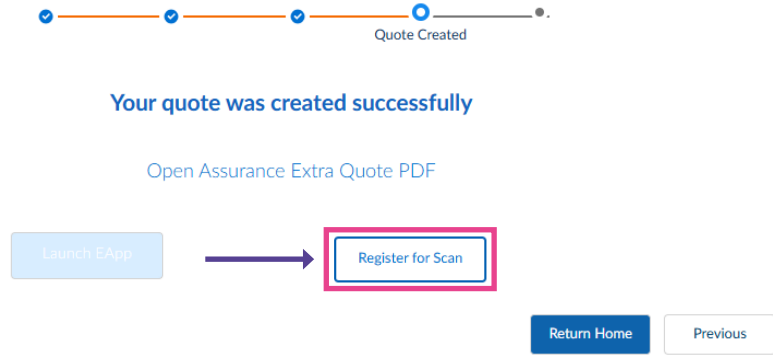
The screenshot shows a form titled "Tell us about your customer" with the following fields and options:

- First Name * (text input)
- Last Name * (text input)
- Gender * (radio buttons for Male and Female)
- Enter Date by (radio buttons for DOB and Age)
- Date of Birth * (calendar icon and text input)
- Age (text input)
- Smoker * (radio buttons for Yes and No)
- Occupation * (text input)
- Class (text input)
- Disability Available (text input)
- Lifetime Reward (radio buttons for Yes and No)
- Customer Status * (radio buttons for New Customer and Existing Chubb Customer)

A red box highlights the "Customer Status" field, and a blue arrow points to it from the left.

A new button has been added to the Quote Created Screen.

- › A “Register for Scan” button now appears upon the completion of a quote
- › The Adviser clicks on the Register to scan button to begin the scan registration process.
- › Note if the ‘Register for Scan button is greyed out, the customer is not eligible at which point the adviser can proceed with launching e-app.



Application Journey - What’s New?

Customer Registration Screen will appear once the “Register for Scan” button is selected.

- › The Adviser enters the customer’s email, phone, preferred contact method and selects the “Send Registration” button.
- › Only the lives assured included in the quote will be displayed on the screen

Home Quote ▾ Retrieve an application Policy search Scan Customer Status New Business Pipeline My Dashboard My Profile My Chats More ▾

Register Customer for a scan

First name: AstroScan
 Last name: ScanAstro
 Date of Birth: 27/07/1997
 * Email:
 * Mobile Number:
 * Registration Link Option: SMS Email
 Opt Out:

* I confirm the customer details I have entered are correct for the scan registration
Please select Submit to send your customer the registration link or if they have chosen to opt out.

Submit

Scan Customer Status Screen

A new screen has been introduced which will enable the Adviser to complete several key actions relating to the registration process.

- › Check the status of the customer’s scan. Once the scan is complete the adviser can proceed to launch e-app
- › Resend the scan link if the customer has not received
- › Update the customers contact details
- › Opt the customer out of the scan process if they change their mind

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Search this list...

Customer Name	Date of Birth	Email Address	Mobile Phone	Quote #	Registration sent	Scan Status	Scan Completed	Question Set	
Ange Two	04/03/2007	carol.saxton@chubb.com	02059044951	605039	23/03/2026 21:44:42	Scan Registered			Update Resend URL Opt Out
Mr Astro	02/03/2007	carol.saxton@chubb.com	02059044951	605035	23/03/2026 20:53:27	Scan Complete	23/03/2026 20:56:43	TAILORED	Launch eApp Resend Results

- › Once the customer has successfully completed the scan the status will display for each customer on the “Life Assured Details” screen in e-app
- › Note the status must be “Completed” before the customer can proceed with answering the Health and Lifestyle questions.

Assurance Extra

QUOTE #: 604922

- Getting started
- Customer details
- Ownership
- Payment
- Review & submit
- Done

Life Assured details

All life assured details are complete and are now read only.
You can still view each life assured by clicking the "View details" link.

Select a life assured

AstroUAT UATAstro
For Assurance Extra
 Scan Completed: Tailored

● Not Started

Previous

Next

Health and Lifestyle Questionnaire

Fast track and tailored questions have been added to the standard question sets in e-app

To be eligible for Fast Track or Tailored onboarding questions, the following apply:

- › The quote includes Assurance Extra Life Cover and/or Trauma Cover only.
- › The Life and/or Trauma Cover sums insured are \$1 million or less

Customers who do not qualify for fast track or tailored questions will be presented with the traditional health and lifestyle question set.

Support & Resources

- › Refer to the FAQ and Troubleshooting guide.
- › Refer to the Life Lens instructional video
- › For further support, contact your BPM or New Business team: newbusiness.nz@chubb.com