



FREQUENTLY ASKED QUESTIONS

GETTING STARTED

[How to Submit Planet Photo](#)

[How to Order Business Cards](#)

[How to Set Up EAPP Profile](#)

[How to Download EAPP](#)

[Issues with EAPP](#)

EAPP & AWS

[How to Complete Bank Verification](#)

[How to Add Notes in AWS](#)

[How to Cancel a Submitted Policy](#)

[How to Unlock EAPP to Make Changes to Application](#)

[How to Hold Policy Until a Further Date](#)

[How to Calculate Recurring Bank Draft Dates](#)



FREQUENTLY ASKED QUESTIONS

QUALITY

[How to Update Client ACH Information](#)

[How to Reopen a Policy](#)

[How to Reinstate a Policy](#)

[How to Make Updates to a Policy \(PSR Form\)](#)

[How to Submit a Questionnaire](#)

NON RESIDENT LICENSING

[Cost Per State](#)

[How to Apply for a Non Resident License](#)

[How to Submit a Non Resident License Drop Down](#)

[Shared Document for All EAPP Dropdowns](#)

[How to Get Fingerprints Completed in California](#)

[How to Get Fingerprints Completed in Florida](#)



AGENT SERVICES

[How to Update Agent ACH Information](#)

[How to Request Health Insurance Reimbursement](#)

[Understanding Globe Life Stock Options](#)

[How to Participate in Globe Life Stock Options](#)

[How to Add Phone Setters](#)

[How to Setup and Redeem AO Rewards](#)

BUILDING YOUR TEAM

[Social Media Ads](#)

[Pinnacle Club Flyer](#)

[What to do When You Have a Personal Recruit](#)

[How to Submit Personal Recruit for Bonus](#)

BONUSES

[World's Greatest Bonus Fact Sheet](#)

[Direct VIP Bonus Fact Sheet](#)

[SA-GA Training Bonus Fact Sheet](#)

[SA Leadership Bonus Fact Sheet](#)

[GA Leadership Bonus Fact Sheet](#)



FREQUENTLY ASKED QUESTIONS

COMPANY DIRECTORY

[AO Support Directory](#)

[Recruiting Directory](#)

[Quality Directory](#)

[Compensation Directory](#)

ICM

[How to Review Compensation Report](#)

[How to Review Weekly Submit Report](#)

[How to Review Advance Summary Report](#)

[How to Review Advance Detail Report](#)