



**AMERICAN INCOME LIFE**  
insurance company

**www.aillife.com**  
**Protecting Working Families**

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## **Frequently Asked Questions by your Association Members**

When a notification of benefits letter is mailed out, you may receive phone calls from your members with questions. Your positive response will be very helpful in promoting goodwill between American Income Life Insurance Company, the Association, and your members.

**1. What is this all about? Is this legit?**

All members are provided a fully paid group Accidental Death and Dismemberment benefit through the co-operation of the Association and American Income Life Insurance Company. This is at no cost to the Association or the member.

**2. Do we have to return the (yellow) card to receive the benefits?**

No, all members are covered for the Accidental Death and Dismemberment benefit whether or not they return their card. If members do not return their card, they will not be able to take advantage of the Family Health Services Discount Program or the Child Safe material. If your card is returned, you can designate your beneficiary intent and receive a follow-up courtesy visit to receive the Health Services Discount card and child safe material including an opportunity to have a Needs Based Analysis provided in your home to determine current and future needs. You will also receive additional information on voluntary supplemental insurance benefits for which you may qualify.

**3. Are they going to sell me insurance?**

American Income offers members additional supplemental insurance benefits. It is a voluntary program.

**4. Am I covered only at work?**

No, the coverage is 24 hours a day, 7 days a week and will provide coverage for all activities anywhere in the world.

**5. How did they get my name?**

You were sent a letter and enclosed with your letter was a (yellow) reply card that was sent back to American Income Life Insurance Company. Someone in your home would have sent back the card. AIL contacts only those who voluntarily return the completed card.

**6. Someone called and said they are from the Association:**

They are with American Income Life Insurance Company and they are contacting you to set an appointment to deliver the no-cost benefits and your certificate of coverage for the Accidental Death and Dismemberment benefit.

**7. Someone dropped by the house:**

They are with American Income Life Insurance Company and they dropped by when visiting other members in the area. They probably could not reach you by phone and are trying to set a meeting to deliver the no cost benefits and your certificate of coverage for the Accidental Death and Dismemberment benefit.

**8. I had an appointment with AIL and they never showed up:**

The policy is for the agent to contact you and let you know they are running late and give you the option to reschedule. Do you have the agent's name? I will get in touch with American Income, find out what happened, and have the appointment rescheduled.

If a member calls with a question other than what is listed above, please refer them to me so that I can make sure their question is answered. I appreciate your assistance in making this program a positive experience for your members.

**AIL Public Relations**

