

# Telephone Interview:

## What you can expect

### A guide to Northwestern Mutual's telephone interview

Thank you for applying for insurance with The Northwestern Mutual Life Insurance Company (Northwestern Mutual). Your decision to protect what matters most is an important one. That's why we appreciate your trust in our company and strive to make the application process smooth and easy for you.

A brief telephone interview helps us provide coverage more quickly so you can get back to doing what you enjoy. It's as simple as answering a few questions.

#### Why is a telephone interview needed?

The telephone interview helps us efficiently clarify, and supplement your information. The questions asked will be similar to those in the application and Medical History Questionnaire. We want to ensure our underwriting decisions provide you with the best coverage, at the lowest possible cost.

#### What can I expect?

To complete our review of your insurance application, a Northwestern Mutual representative will call to ask questions including, but not limited to:

- Medical history (including physician name, address, phone number and any medications being taken)
- Occupation
- Finances, including net worth
- Nicotine/tobacco
- Drug use
- Participation in recreational activities

Since these questions may be considered sensitive, we suggest a quiet, private setting when completing your interview.

Please be assured that all the information we receive will remain strictly confidential in accordance with our privacy policy, available on our website at [www.northwesternmutual.com](http://www.northwesternmutual.com)

#### How long will the interview take?

The average length of an interview is 15-20 minutes.

#### How does the process work?

When you applied for insurance you gave us your best contact information. Once you have completed your written application, we will contact you to complete the interview.

Interviewers are available  
7 a.m. to 7 p.m. (Central Standard Time)  
Monday through Friday

#### Can anyone else answer questions for me?

To protect your privacy, we must speak only with you, not a spouse or other family member.

#### What if I have a language preference?

If you prefer to complete the interview in a language other than English, please let your financial representative know, or notify the interviewer.

#### What if I miss your call?

If you are unavailable when we call, we will leave a message asking you to call us back at our toll-free number: 800-236-7207. Thanks for returning our call promptly to help expedite your application.