



The telephone interview is serious business!

You completed a Long Term Care Insurance application.

Before issuing your long term care insurance **policy, we need additional information** to complete the evaluation of your file.

Once your application is received, **a La Capitale evaluator** will contact you to arrange a telephone interview at your convenience. This interview should take no longer than **15 minutes**.

How to prepare for the interview

The telephone interview constitutes an important step in the evaluation process of your file.

During the interview, you will be asked questions to verify or confirm information in your application. Some of the questions that you will be asked during this interview may at first seem trivial, but answer carefully, as the insurer will use them as a basis to evaluate your application.

BEING WELL-PREPARED WILL MAKE FOR A SMOOTHER INTERVIEW!

Here are a few examples of the types of information you will be expected to provide the evaluator who performs your telephone interview:

- Complete contact information (name and address) of any doctors you may have consulted in the past five years.
- Any additional information concerning your personal medical history (use space on reverse).
- A list of any medication you may be taking (both prescription and over-the-counter) as well as the dosage.
- Do you need any type of medical equipment?
- What is your weight?
- What is your height?
- You will be asked some general questions regarding your job, your leisure activities, and your lifestyle.
- You will also be asked to participate in two exercises: a **memory exercise** and an exercise involving **questions about everyday life**. Be sure to pay close attention to the memory exercises, even if they seem overly simplistic!

Good luck on your interview!

Rest assured that the personal information you provide will be processed in a secure and confidential manner.