

FAQs on Foresters Biz App Foresters Financial™ mobile app for agents



Frequently asked questions

Q: What devices is the app available for?

Foresters Biz App is available for download on Apple and Android devices.

Q: How can I download the app?

Foresters Biz App is available in the App Store and Google Play.

Q: What iOS/OS versions are supported by the app?

Previous iOS/OS's may work with the app. However, we only support devices with Apple iOS 9 or Android OS 6 (Marshmallow) or greater.

Q: Who should use the app?

Producers listed as the servicing agent on any certificates who want to view certificate information on their mobile device.

Q: What functionality is included in this app?

You have the ability to view certificate details and access our mobile quotes tool.

Q: How do I login to the app?

You will login to the app using the same credentials used on our producer website, ezbiz (<https://portal.foresters.biz>). Remember, your producer # is your producer ID.

Q: How do I reset my password?

You can use the *Forgot my Password* link within the app to request a temporary password. Please note that this will also reset your password on our producer website, ezbiz.

Q: Does the app automatically log me out if left idle?

Yes, you will be logged out if you leave the app idle for longer than 20 minutes. The information on the current page will still be displayed, however, when you attempt to change tabs no data will appear. At this point, you will need to close the app and re-login to the app.

Q: How often is the certificate information updated on the app?

Foresters Biz App updates pending business in real-time and in-force business daily.

Q: Do I have the ability to login while I have no internet or phone connection?

In order to best protect your client's privacy, off-line connection is not offered.

Q: Do I have the ability to view certificate information for my down line agents?

The mobile app only allows you to view certificates that you are agent of record on. You can continue to view your downline information via ezbiz (producer website) under the certificate details.

Q: Can I access the same information with the app that I can access when I log-in to ezbiz (producer website) and view certificate details?

No, the app is more streamlined to give you an "at a glance" view. Below, we have highlighted what is available on this app versus ezbiz (producer website) under the certificate details.

Insured info	Mobile app	Cert details
Name	Y	Y
Phone	Y	Y
Email	Y	Y
Address	Y	Y
Date of Birth	Y	Y
Gender	Y	Y

Requirements info	Mobile app	Cert details
Requirement type	Y	Y
Status	Y*	Y
Requested date	Y	Y
Modified date	Y	Y
Satisfied date	Y	Y
Comments	Y	Y
*shows outstanding requirements only		

Policy info	Mobile app	Cert details
Certificate number	Y	Y
Certificate status	Y	Y
Plan description	Y	Y
Product category		Y
Effective (issue) date	Y	Y
Anniversary		Y
Rating class		Y
Smoker class		Y
Issue age		Y
NFO		Y
Dividend option		Y
Issue state		Y
Qualified indicator		Y
Coverage type		Y
Application date	Y	
Transaction history		Y

Certificate values info	Mobile app	Cert details
Loan interest rate		Y
PDF account balance		Y
Last declared dividend		Y
Last declared dividend date		Y
Paid up additions		Y
Dividend on deposit		Y
Current values quote		Y

Other parties info	Mobile app	Cert details
Owner name		Y
Payer name		Y
Beneficiary name		Y

Document view	Mobile app	Cert details
View documents		Y

Coverage info	Mobile app	Cert details
Coverage name	Y	Y
Type		Y
Face amount	Y	Y
Premium termination date		Y
Coverage termination date		Y
Substandard rating		Y
Issue date	Y	

Payment info	Mobile app	Cert details
Paid to date	Y	Y
Base modal premium	Y	Y
PUAR modal premium		Y
PDF modal premium		Y
Loan pay amount		Y
Next draft date		Y
Base payment method		Y
PUAR payment method		Y
PDF payment method		Y
Loan pay method		Y
Draft week & day		Y
Base payment mode	Y	Y
PUAR payment mode		Y
PDF payment mode		Y

Deposit guideline info	Mobile app	Cert details
MEC status		Y
MEC start date		Y
Guideline single premium		Y
Guideline annual premium		Y
Approved annual max flex PUAR		Y
PUAR carry over		Y
PUAR paid YTD		Y
7 pay premium		Y
7 pay remit YTD		Y
7 pay test year		Y
7 pay start date		Y

Our Foresters Financial Sales Support team is only a call away, **866-466-7166, option 1** Monday – Friday 8:30am – 7pm ET.



The information contained in the Biz App and Certificate Details page can only be used to service Foresters certificates. The information cannot be used for any other purpose. Please remember to safeguard your password and any information retrieved from ezbiz or the Biz App.

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