

## Email Language Recommendation Content for Clients

### Example to the applicant directly:

Hello <insert applicant name>,

In order to process your application as quickly and accurately as possible, [insert carrier name] needs to evaluate your medical history. This is typically done behind-the scenes via mail or fax and often takes several weeks to complete. We have a process in place to obtain medical records electronically which is typically much faster than ordering from the medical provider and can allow a quicker decision on your application.

This process utilizes a third-party vendor, Human API. With your consent, Human API will utilize your medical provider's patient portal to access and obtain medical records for our review. The process typically takes only a few minutes and you'll be able to receive a copy of your medical record that you are sharing.

1. Please use the following link to start the medical record sharing process:  
<http://mydigitalrecords.com/e4insurance>
2. Enter your first name, last name, and email address on the initial page
3. Search for your hospital system(s) or medical provider(s)
4. Enter your patient portal credentials, (username and password) and click "Connect Account"

Once you have connected your records, we will be able to continue processing your application.

If you have any questions while connecting your records, please utilize Human API's Live Chat functionality within the link or reach out to them at [help@humanapi.co](mailto:help@humanapi.co) . They are happy to help guide you through the process.

Thank you,

