

**Jubilee**  
HEALTH INSURANCE



*Live Free!*

# **J-FORCE FAQ'S**

## 1. What is J-Force?

J-Force is a one-stop digital platform designed to empower insurance intermediaries—agents, brokers, and bancassurance partners—by streamlining their workflow, increasing efficiency, and enhancing service delivery. It enables lead management, instant onboarding, policy issuance, renewals, commission tracking, and more—all in one seamless platform.

## 2. Who can use J-Force?

**J-Force is designed exclusively for licensed insurance intermediaries, including:**

- Insurance Agents
- Brokers
- Bancassurance Officers

***If you are in the business of selling Jubilee Health Insurance products, J-Force is built for you!***

## 3. What are the key features of J-Force?

J-Force is packed with features that make your work easier, faster, and more profitable:

- **Seamless Onboarding** – Register new clients in minutes.
- **Lead Management** – Track and convert prospects effortlessly.
- **Instant Quotation & Policy Issuance** – Issue policies on the go.
- **Renewals Management** – Stay ahead with automated renewal tracking.
- **Real-time Commission Tracking** – Monitor earnings instantly.
- **Paperless Transactions** – No paperwork, no delays.
- **Performance Dashboards** – Get business insights anytime, anywhere.

## 4. How do I register for J-Force?

**Joining J-Force is quick and simple:**

**Step 1:** Visit [www.jubileeinsurance.com](http://www.jubileeinsurance.com)

**Step 2:** Select the Self-Service Tab and choose J-Force

**Step 3:** Click Register and fill in your details

**Step 4:** Submit for verification and start using J-Force

*Alternatively, download the J-Force app from:*

***Google Play Store | Apple App Store***

## 5. What are the benefits of using J-Force?

**J-Force is a game-changer for intermediaries because it:**

- **Saves time** – No delays, instant transactions.
- **Boosts efficiency** – Paperless, seamless workflow.
- **Enhances client service** – Faster processing, real-time tracking.
- **Increases earnings** – Never lose a lead or renewal opportunity.
- **Gives full control** – Monitor business performance in real time.

## 6. Can I issue policies and process renewals via J-Force?

Yes! J-Force allows you to issue policies and renew existing ones instantly—no paperwork, no manual delays. You will also get automated renewal alerts to remind clients to renew in time.

## 7. Can I track my commissions in real time?

**Absolutely! J-Force provides a real-time commission tracking dashboard, allowing you to:**

- Monitor earnings on demand
- Track performance targets
- Get payment updates instantly
- You'll always know what you've earned and what's coming up.

## 8. What makes J-Force different from other platforms?

J-Force is not just another tool—it's a first-of-its-kind platform designed specifically for intermediaries in the health insurance space. Unlike other platforms, J-Force:

- Integrates all intermediary functions into ONE seamless system.
- Eliminates paperwork, making processes faster and more efficient.
- Empowers intermediaries with real-time tracking and performance analytics.
- Bridges the gap between digital and face-to-face engagement.

## 9. Is J-Force available on mobile?

**Yes! J-Force is a mobile-first platform, allowing intermediaries to work anytime, anywhere. The J-Force app is available on:**

- Google Play Store
- Apple App Store

## 10. How does J-Force improve lead management?

**J-Force helps you track, nurture, and convert leads effortlessly. With real-time notifications, you can:**

- Capture and follow up on every lead—never lose a sale.
- Organize leads based on status & potential conversion.
- Improve response time and boost client engagement.

## 11. What if I need support using J-Force?

**We've got you covered! If you need any help, you can:**

- Call our dedicated J-Force support line: **0709 949 111**
- Email us: **support@jubileeinsurance.com/ agency@jubileekenya.com**
- Reach out to your agency manager/unit manager for guidance.

## 12. Is J-Force secure?

**Yes! J-Force is built on a highly secure, cloud-based infrastructure that ensures:**

- **Data privacy & protection** – Your client information remains safe.
- **Regulatory compliance** – Meets all industry security standards.
- **24/7 system reliability** – No downtime, always available.

## 13. How do I log in to J-Force?

**Once registered, you can log in by:**

- Visiting [www.jubileeinsurance.com](http://www.jubileeinsurance.com), select Self-Service Menu - J-Force.
- Enter your registered email & password.
- Click Login to access your dashboard.

***Or log in via the mobile app (JFORCE) for seamless access on the go!***

## 14. How do I upload my IRA license

**Once logged in you can upload your renewed IRA license by:**

- Click on agent management
- Under agent management click on my profile and upload the license under current year (IRA certificate 2025) then submit

## 15. Can I use J-Force for multiple clients at once?

**Yes! J-Force is designed for multi-client management, allowing you to:**

- Handle multiple policies and renewals at the same time.
- Easily switch between different clients on your dashboard.
- Keep all client details organized & accessible in one place.

## 16. How do I update my details on J-Force?

Simply log into your J-Force account, navigate to Profile Settings, and update any necessary details. For critical changes, contact support at **0709 949 111**.

## 17. How do I reset my password?

**If you've forgotten your password:**

- Click 'Forgot Password' on the login page.
- Enter your registered email and follow the reset instructions.
- Create a new password and log back in!

## 18. How do I track my client's application status?

**Simply log into your J-force account, navigate to acquisition and click on application form**

**To check on issued policies navigate to acquisition and click on policies**

- Ready to Be a Force with J-Force?
- Sign up today and take your insurance business to the next level!
- Register Now: [www.jubileekinshure.com](http://www.jubileekinshure.com)
- Download J-Force: Google Play Store | App Store



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WITH J-FORCE**