



## LICENSING

### **I'm appointed with AIG. Does that mean I can sell GIWL?**

Agents must check with their up line to see if they can sell the product. **Why?** GIWL is a product specific to the Senior Market, and is only available to agencies that already sell in that market.

### **I attempted to get appointed, but my paperwork was declined.**

If an agent's contracting paperwork is declined, L&C must assist with the issue. Contact them at [GIWLcontracting@aig.com](mailto:GIWLcontracting@aig.com), or call them toll-free at 866-722-2434.

## ELECTRONIC PROCESSING PLATFORM

### **How do I access the electronic processing platform?**

Access our electronic platform on the web by visiting [aig.com/GIWL](http://aig.com/GIWL) and logging in – you must register first (see "Registration" section).

### **What types of devices can be used to access it?**

Our platform is compatible with most internet browsers via computer, tablet and smart mobile devices.

### **I am appointed and registered to sell GIWL, but when I tried to log in to the electronic platform via my phone while also working on my computer, I received an error.**

An authorized user can only be logged in to one instance of the application, i.e. on one device at a time and only one session or instance per device. If you try to log in to the platform again for another case in the same browser window, or on another device, you will receive an error message.

## REGISTRATION

**IMPORTANT: Processing applications with an incorrect agent/agency code can delay commissions up to 1 week. If you are unsure, contact [GIWLcontracting@aig.com](mailto:GIWLcontracting@aig.com) and confirm your credentials are correct before submitting any applications.**

- Remember, to use your correct AGENT (PRD) code for registration in order to be able to process applications.

- If you don't have an agent code, but do have an AGENCY code, you can use it to proceed into the system with restricted access.
- What actions can "restricted access" users perform?
  - Restricted users CAN: run quotes, save applications, and generally browse the site
  - Restricted users CAN NOT: actually submit electronic applications for processing, or download paper applications.
- When registering, be sure to use an email address you can access anywhere (in case you forget your password).

### **I attempted to register to sell GIWL, but it didn't work.**

Registration can fail for a number of reasons, but the most probable reasons are as follows:

#### **Did not use the correct code.**

If an agent registers under their agency code, the system will not allow them to submit an online app because they are considered restricted users. They must change the code to their agent code, and then they can submit business.

#### **Did not fulfill the password requirement.**

Passwords must have at least eight characters, including a numerical digit, a lower case letter, an upper case letter, and a special character.

#### **Attempted to register immediately (too soon) after their appointment and agent code were activated.**

It takes 24-48 hours after appointment activation for a new agent for our GIWL ePlatform to recognize their agent code is valid.

## PROFILE/ACCOUNT

### **How can I make changes to my GIWL ePlatform account info?**

You can edit your name, phone number, email and agent code by entering into your profile. Visit the GIWL ePlatform and login to access your profile: [aig.com/GIWL](http://aig.com/GIWL)

### **On my dashboard it says, "app saved in process," what is this?**

If you have applications you began filling out but did not submit yet, they will appear on your dashboard in this category. You will also automatically receive weekly email reminders about these.

## PRODUCT

- Product features can be quickly referenced on our Product Highlights sheet via the GIWL Playbook: [aig.com/GIWLplaybook](http://aig.com/GIWLplaybook) – no password required.
- Payment options include bank draft, credit card, and social security debit card (for initial and recurring payments).
  - “Automatic Premium Loan” option must be selected on the application or by written notice before the end of the grace period. While this option is in effect, any unpaid premium will be automatically paid before the end of its grace period by a loan.
- For all designs, if at policy anniversary the insured has reached age 121, the benefit amount at that time will be paid and the policy will expire.
- Required premium payments stop at or before age 90.
- Premiums paid may exceed amount of coverage. For an estimate of the year the premiums may exceed the amount of coverage, divide the face amount by the annual premium.
- Policy loans are available. The effective annual loan rate is 8%, payable in arrears.
- “Free look” period = 30 days
- Guaranteed interest rate is 4.25%.
- Chronic Illness Accelerated Death Benefit rider:
  - “No premium” rider, included in every policy and is built into product pricing (not an option).
  - Benefit is available for the lifetime of the policy.
  - All policy values will be reduced by the percentage of the policy accelerated, including cash value, face amount, premiums, and policy loan amount.
  - Not available in every state.
- Terminal Illness Rider
  - No premium rider included in product
  - Benefit is available for the lifetime of the policy
  - Not available in every state.
- Can an insured apply for more than one GIWL policy in a year, if the initial policy issued was for less than the \$25K maximum?
  - No, because an insured can have no more than \$25K total inforce and can only take out one policy in any 12-month period (regardless of the amount). If an insured wants additional coverage, they would need to wait a full calendar year after their original inforce date before re-applying.

## QUOTE PROCESS

- There is a Monthly Rate Card and an Annual Rate Calculator available on the GIWL Playbook. No passwords are required, and it is not inside the GIWL ePlatform, but you must have an internet connection to browse.
- When quoting less than \$25K, the GIWL ePlatform will provide an upgrade option with all of the premium modes showing. The second option is \$5K higher than the death benefit you input.

### What happens if I don't finish submitting an application?

Cases not submitted will be listed on the GIWL ePlatform dashboard. An email reminder will go out weekly about the apps saved in-process until the app is submitted.

## APPLICATION PROCESS

- Insured and Owner must be the same person, but the premium payer can be different.
  - If the premium payer is NOT a US citizen or is NOT a permanent legal resident, then the application is ineligible. DO NOT send the app in.
- If an email address is included on the application (regardless of payment method), a digital policy will be sent to the client. The client/agent can request a paper copy of the policy from Customer Service.

### Beneficiaries

- The insured can choose whomever they would like as the beneficiary, including a business or charity.
- If the insured has more than two beneficiaries, or any contingent beneficiaries, they can be added after the policy is inforce, by contacting Customer Service or through e-Service.
- If the insured says “Yes” to replace a policy, they are ineligible and should NOT submit the application.
- The insured cannot use a Power of Attorney (POA).

### Paper Process

- Log in to the GIWL ePlatform, click on “Forms,” and then choose the state.
- Agent name, number, and agency will be pre-printed on the forms.
- Must include the transmittal form as a cover page for any paperwork that you are faxing over.
- Fax applications to 855-612-9959. When faxing applications, please be sure to reference the policy number on the form(s) for prompt handling.

## Can agencies print mass quantities of the app to distribute to their agents?

No, you cannot print out a copy of the application for another agent to use. If the other agent does not have access to the ePlatform, that agent must call us and we can assist with the registration process.

### Online Process

- Log in to the GIWL ePlatform and click on “Start Application.”
- “Premium” will be listed on the top right.
- The system will make sure everything is completed as you go.
- If an item is incorrect, it will appear red.
- If you save an application, it will be listed on your dashboard.
- If you have previously saved applications, the dashboard will be the first page that comes up each time you log in.
- DocuSign is used for the signatures.
  - An agent cannot use their own DocuSign process at this time.
  - If voice signature is available, it will be listed under the consent section at the end of the application with the DocuSign option.
- Once complete, you will receive a policy number and you can download the completed paperwork.

## PAYMENTS

Remember, although our system receives nightly updates of newly submitted and paid apps, it can still take a couple of days before the policy actually shows as “paid” to an agent.

### Credit Cards

#### My client thinks they were charged twice for their new policy – what happened?

Whenever we process a credit card sale, we put a temporary hold on the card before fully charging it. An email is then sent out for both the hold and the actual full payment to the payer, which sometimes causes the insured to believe they were charged twice (although they were not).

- The client must provide an email address for transactional communications when paying by credit card.



Policies issued by American General Life Insurance Company (AGL), Houston, TX. Policy Forms: ICC20-20532, 20532, 20532-5, and 20532-10. Rider Numbers: ICC15-15200, 15200, 15200-7, 15200-10, 15200-35, ICC15-15201, 15201, 15201-7, 15201-9, 15201-10, and 15201-35. Issuing company AGL is responsible for financial obligations of insurance products and is a member of American International Group, Inc. (AIG). Guarantees are backed by the claims-paying ability of the issuing insurance company. AGL does not solicit business in the state of New York. Products may not be available in all states and product features and rates may vary by state.

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- JP Morgan Chase will send an email to confirm this is the person listed on the credit card.
- If the insured does not have an email address, the insured can create one for this purpose.
- This applies to both electronic and paper applications.

### Deferred Payments

- The max you can defer is 28 days.
- If the insured defers that payment, the policy is not issued until the payment is received.
- The agent will not receive compensation until the policy is issued.

### GIWL New Business Processing Assistance

- Customer Service: 800-247-8837
- Email: [GIWLTeam@aig.com](mailto:GIWLTeam@aig.com)

## MARKETING MATERIAL

- Printed materials are available on Forms Depot by clicking on “Item Search” and typing in “GIWL.”
- Online materials are accessible through the GIWL Playbook: [aig.com/GIWLplaybook](http://aig.com/GIWLplaybook) – no password required.

## COMMISSIONS

### Can GIWL commissions be split?

Currently the system does not allow splitting commissions, but it is a planned future enhancement. Please send all other commission inquiries directly to the commissions department at [commissionresearch@aig.com](mailto:commissionresearch@aig.com).

## INFORCE POLICY CHANGES

### Can you change the face amount of a policy after it's issued?

Face increases or decreases are not permitted.

### Are reinstatements allowed for GIWL policies?

Reinstatements are allowed within three years from the date of lapse, if it has not been surrendered already.

### What are the insured's options once a policy lapses?

- Apply for reinstatement.
- Cash surrender the policy, if it has a net cash value.
- Continue the policy as reduced paid-up insurance, but the cash value must be higher than \$1,000.