

# Contact List for MGA / Producer / Office Management / Agency Administrator

*\*This contact list is for appointed AIG Partners Group agencies and producers ONLY and should not be distributed to the public.*

Sales and Marketing	
American General Life Insurance Company 595N American General Center Nashville, TN 37250	
Sales and Marketing Fax	(615) 749-1978
<b>Sales Desk — 1-800-358-5753 [option 1]</b>	
Hours of operation: 8:30am - 5:30pm CDT (Monday - Friday)	
The Sales Desk should be contacted for questions about products, support and training on our illustration software, and to request agent materials and consumer brochures. Always use the 800 number first when calling for sales support as it takes priority over personal extensions.	
Nathan Faulkner, Marketing Analyst	(615) 749-2272 nathan.faulkner@aig.com
Tyler Campbell, Marketing Analyst	(615) 749-2273 tyler.campbell@aig.com
Jason Price, Marketing Analyst	(615) 749-2805 jason.price@aig.com
Will Sloan, Marketing Analyst	(615) 749-1253 william.sloan@aig.com
Chad Briggs, Marketing Analyst	(615) 749-1120 chad.briggs@aig.com
T. Anglin, Marketing Analyst	(615) 749-2825 otedia.anglin@aig.com
Lee Hoagland, Senior Marketing Analyst	(615) 749-1850 lee.hoagland@aig.com
Kyle Herndon, Senior Marketing Analyst	(615) 749-2738 kyle.herndon@aig.com
Nathan Driskill, VP	(615) 749-1230 nathan.driskill@aig.com
Michelle Carter, Administrative Assistant	(615) 749-2739 michelle.carter@aig.com
Claudia Houston, Director	(615) 749-1240 claudia.houston@aig.com
Lily Fong, VP	(615) 749-2018 lily.fong@aig.com
John Trebel, VP	(919) 783-7960 john.trebel@aig.com
Diane Nolen, Executive Assistant	(615) 749-1413 diane.nolen@aig.com
Susan Austin, SVP, COO	(615) 749-2832 susan.austin@aig.com
Marcia Hood, Account Manager	(515) 221-6818 marcia.hood@aig.com
Lisa Jones, Account Manager	(515) 221-6801 lisa.jones1@aig.com
Jeff Richardson, Account Manager	(515) 221-6861 jeff.richardson@aig.com
Walt Scheid, RVP	(317) 997-1046 walt.scheid@aig.com
Kent Campbell, SVP, CDO	(515) 221-6813 kent.campbell@aig.com

Licensing & Compensation	
New Agent Appointments	GetAppointed@aglife.com · (877) 484-3142 [FAX]
Status Inquiries	PartnersGroup.Licensing@aig.com
Direct Deposit/EFT Forms · Comp Worksheets Commissions · Debt Recovery	PartnersGroup.Commissions@aig.com
<b>Licensing &amp; Compensation — 1-800-255-2702 [option 3]</b>	
Hours of operation: 7:00am - 6:00pm CDT (Monday - Friday)	
Licensing & Compensation should be contacted for issues related to contracting (appointment status, license renewals, E&O insurance, etc.) and for commission-related inquiries.	

New Business & Underwriting	
American General Life Insurance Company 356S American General Center Nashville, TN 37250	
<b>New Business Producer Care Center — 1-800-255-2702 [option 1]</b>	
Hours of operation: 7:00am - 6:00pm CDT (Monday - Friday)	
Applications	new.career.scan.center@aig.com
Underwriting Requirements · Delivery Receipts Illustrations · ABC Forms A-3 Amendments · Replacement Forms	nbpg@aig.com
Applications	(615) 749-2974
Underwriting Requirements	(615) 749-2680
Delivery Receipts · Illustrations ABC Forms · A-3 Amendments	(615) 749-1359
Replacement Forms	(615) 749-2238
New Business should be contacted to check on the status of pending cases, to provide updates to underwriting requirements, and to make policy modifications prior to issue. When submitting applications or other requirements, please allow for up to 48 hours for the @Home and eStation back office accounts to reflect updates. Applications and requirements MUST be faxed/emailed to the correct number/address, otherwise they will not be processed.	

Underwriting Quick Quote Hotline — 1-877-462-8829	
Hours of operation: 8:00am - 4:00pm CDT (Monday - Friday)	
Underwriting should be contacted for quick risk assessments and general underwriting inquiries. When calling, you will be prompted to leave a message. Be sure to include your name, service #, and any client details you wish to disclose, and your call will be returned the same business day or early the next morning. For questions regarding pending cases, please contact the New Business Producer Care Center.	

Customer Service	
<b>1-800-255-2702 [option 2]</b>	
Hours of operation: 7:00am - 6:00pm CDT (Monday - Friday)	
new.career.customer.service@aig.com	
Customer Service should be contacted to inquire about or to service policies that have been in force for more than 30 days. This includes, but is not limited to, policy changes, term-to-UL conversions, policy reinstatements, loans and withdrawals, and changes to payment modes and methods.	

eStation	
<a href="http://estation.americangeneral.com">http://estation.americangeneral.com</a>	
eStation is the sole back office and resource center for agents appointed with AIG Partners Group. Users have the ability to track, monitor, and service both pending and inforce business, view commission statements, look up information on downline agents, and access various sales resources. Training webinars, agent guides, consumer brochures, and other materials can be located here as well.	
Producers with new service numbers will need to register for an account. This allows you to create your own user ID. All password management is conducted through the website; if you forget your password, you will be emailed a temporary, one-time-use password that will allow you to create a new one, which is valid for 364 days. For users who already have an existing eStation login with American General, your AIG Partners Group content will appear in your current account (you cannot register for two eStation accounts on a single SSN or Tax ID). eStation accounts are set up based on SSN or Tax ID, so a single account will allow a user with multiple service numbers across both Houston and Nashville distributions to view all of their pending and inforce policies.	
The Passport illustration software (and iGo E-app) can be accessed from the eStation home page as well as under the SALES / MARKETING heading. This is opened in a new tab or window and does not require a separate login. Please note that Passport can time out before eStation; if you are getting errors when running illustrations, close Passport and log out of eStation, then log back into eStation and reenter Passport from there.	

eStation Support	
<b>1-800-358-5753 [option 3]</b>	
Hours of operation: 7:00am - 6:00pm CDT (Monday - Friday)	
estationSupport@aig.com	
eStation Support should be contacted for any technical issues with your eStation back office account. This includes inability to view certain areas of the website or if hyperlinks are not functioning correctly.	

E-application Support	
<b>E-application Support — 1-800-358-5753 [option 2]</b>	
Hours of operation: 6:00am - 5:30pm CST (Monday - Friday)	
The E-app Support Team should be contacted for any questions or difficulties related to the iGo E-application. For initial walk-thru training on the iGo, please utilize your Career Campus account.	

Passport System Technical Support	
<b>1-800-358-5753 [option 4]</b>	
Hours of operation: 7:00am - 11:00pm CDT (Monday - Friday)	
passport.help@aig.com	
Passport Support should be contacted for technical issues related to the illustration software or other quoting tools. This includes difficulties with installing and running the software on various systems or devices. For assistance with using the software and generating quotes and illustrations, contact the Sales Desk.	

Career Campus	
<a href="http://www.mycareercampus.com">www.mycareercampus.com</a>	
Using the dropdown menu, choose the selection with "AIG Partners Group Producers" and the user ID and password format will appear below the login button.	
Complete training and certifications for:	
A LIMRA Anti-Money Laundering (AML)	A Guaranteed Universal Life
A Accelerated Benefit Riders (ABRs)	A Indexed Universal Life
A iGo E-application	A FlexTerm
A UL/IUL Annual Statement Review	A Annuities
Career Campus also hosts a myriad of videos located in the Media Room. These provide overviews on the Quality of Life products, sales concepts, competitive analysis, and more. There are also videos that provide training on the Passport illustration software, advanced case design, browser optimization, and other systems and tools. We highly recommend utilizing the training and certification courses on Career Campus as well as the Media Room to further your understanding of the products and systems. The Sales Support and Consumer Solutions teams will continue to add training modules and videos to Career Campus, so be sure to check it regularly for updates.	

Approved Paramedical Vendors	
Portamedic — 1-800-765-1010	EMSI — 1-800-872-3674
ExamOne — 1-877-933-9261	APPS — 1-800-727-2999
When requesting a paramedical service, provide the following information:	
1) Identify yourself as an agent of American General Life Insurance Company.	
2) Provide CRL code (CXG).	
3) State that the application is to be underwritten in Nashville, TN.	
ALWAYS use an AIG-approved vendor when applying for a Quality of Life policy. Using a non-approved vendor will result in significant delays in the processing of your application. If a proposed insured has recently been underwritten for an AG-Houston policy and you would like to use the same labs and paramed, reference the AG policy # on the QoL life application. Labs and parameds are usable for approximately 12 months; if the medical underwriting was performed more than 60 days prior to the new application, New Business and Underwriting will require the proposed insured to sign a "Statement of Good Health" form to confirm that no significant changes in health have occurred since the initial underwriting was completed.	