

AIG Partners Group Contact List

*This contact list is for AIG Partners Group producers ONLY and should not be distributed to the public. Policy owners may call Client Services at 1-800-888-2452

We have implemented a new lockbox system to provide a faster and more secure method of handling New Business submissions. **Effective March 1, 2017, all New Business Applications and Initial Premiums submitted via mail should be sent to the new addresses to the right. New Business Applications sent via email, fax, or iGo e-app are not affected.**

Regular Mail:
American General Life
PO Box 733479
Dallas, TX 75373-3479



Overnight Mail:
American General Life
ATTN: Lockbox 733479
JPM TX1-0029
14800 Frye Rd, 2nd Floor
Ft Worth, TX 76155

Internal Sales Support UPDATED

AIG Partners Group
340 Seven Springs Way Mail Code 625
Brentwood, TN 37027

Sales Desk — 1-800-358-5753 [Opt 1]

Hours of operation: 8:30am - 6:00pm Central

Illustration requests may be sent to PGIllustrationrequests@aig.com. Include your phone # in the event we need to contact you. Please allow for up to 24 hours for your illustration(s).

Raven McClain, Internal Sales Consultant	(615) 749-1892	raven.mcclain@aig.com
Ali Wahlin, Internal Sales Consultant	(615) 749-1298	ali.wahlin@aig.com
Jason Price, Internal Wholesaler	(615) 749-2805	jason.price@aig.com
Will Sloan, Internal Wholesaler	(615) 749-1253	william.sloan@aig.com
Tee Anglin, Internal Wholesaler	(615) 749-2825	otedia.anglin@aig.com
Chad Briggs, Internal Wholesaler	(615) 749-1120	chad.briggs@aig.com
Tyler Campbell, Internal Wholesaler	(615) 749-2273	tyler.campbell@aig.com
Lee Hoagland, Internal Wholesaler	(615) 749-1850	lee.hoagland@aig.com
Jeff Richardson, Internal Sales Mgr	(615) 749-1542	jeff.richardson@aig.com
Michelle Carter, Administrative Assistant	(615) 749-2739	michelle.carter@aig.com
Nathan Driskill, VP, National Relationship Mgr	(615) 749-1230	nathan.driskill@aig.com
Caitlin Irby, VP, Internal Sales Support	(713) 831-6079	caitlin.irby@aglife.com
Lily Fong, VP, Business Development	(615) 749-2018	lily.fong@aig.com
Diane Nolen, Executive Assistant	(615) 749-1413	diane.nolen@aig.com
Jim Langford, RVP	(612) 819-2322	jim.langford@aig.com
Walt Scheid, RVP	(317) 997-1046	walt.scheid@aig.com
Nick Radosta, RVP	(515) 988-4698	nicholas.radosta@aig.com
Mark Peterson, SVP, Independent Distribution	(713) 831-5854	mark.a.peterson@aglife.com

New Business & Underwriting

The information below should be checked **prior to submitting** applications, requirements, forms, or amendments. Please ensure you are using the correct information to avoid delays in processing.

Producer Care Center — 1-800-255-2702 [Opt 1]

Hours of operation: 7:00am - 6:00pm Central

Applications	newapp@aig.com	EMAIL
Underwriting Requirements · ABC Forms · Illustrations Delivery Receipts · A-3 Amendments · Replacement Forms	nbgp@aig.com	
Applications	(615) 749-2974	FAX
Underwriting Requirements	(615) 749-2680	
ABC Forms · Illustrations Delivery Receipts · 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.

Underwriting Quick Quotes

The "Quick Quote Hotline" is no longer in service. For risk assessments, please send requests to QuoteAG@aglife.com. Include medical history, health issues, medication, traffic violations, etc. for a more accurate quote. Response time is 4 hours or less.

Technical Support Teams UPDATED

Hours of operation may vary by dept or location.

iGo E-app	8:00am - 5:30pm CST	1-877-330-1193	-
eStation	8:00am - 5:30pm CST	1-800-631-5777	eStationSupport@aig.com
Winflex Career Campus	7:00am - 6:00pm CST	1-800-358-5753 Opt 4	WinFlexQoL@aig.com

Licensing & Commissions UPDATED

1-800-255-2702 [Opt 3]

Hours of operation: 7:30am - 5:00pm Central

New Agent Contracting Status Inquiries	GetAppointed2@aig.com	EMAIL
Direct Depot/EFT Forms Compensation Worksheet Changes Commission Statement Inquiries	(877) 484-3142	FAX
Susan Williams, Debt Recovery	susan.williams@aig.com	EMAIL PHONE
	(615) 749-1146	

Licensing & Commissions should be contacted for checking appointment status and to provide proof of license renewals. For information on commission levels, **standard agents** should contact their upline or MGA; **license-only agents** (LOA) should contact their agency's L&C department. For production and QoL bonus structure, please contact the Sales Desk at 1-800-358-5753 opt 1.

Conversions NEW

1-800-255-2702 [Opt 2]

Hours of operation: 7:00am - 5:30pm Central

New Conversion Paperwork	ConversionApp@aig.com	EMAIL
Requirements	ConversionReq@aig.com	
Inquiries	term.conversion.support@aig.com	
All paper submissions	(800) 382-4662	FAX

When submitting requirements for a pending conversion, be sure to include a cover page or memo with the policy number. **Initial requirements should be included with new conversion paperwork.**

Customer Service

1-800-255-2702 [Opt 2]

Hours of operation: 7:00am - 7:00pm Central

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 and reinstatements, loans and withdrawals, and changes to payment modes and methods.

Advanced Markets

1-855-323-6923

Hours of operation: 9:00am - 5:00pm Central

AdvancedMarkets@aig.com

Advanced Markets is in place to assist in large or complex cases, especially those involving estate planning, premium financing, key person insurance, and buy-sell agreements.

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 **Brentwood, 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 you are using the iGo e-application and order your paramed electronically, do not call in a separate exam as it will create a duplicate request.

Career Campus

eStation --> **TOOL BOX** --> **Career Campus** --> **Click link for new tab**

Click on **My Training** on the left, then click the green bars to expand each section as needed. The **AIG Partners Group** section contains the mandatory ABR Training and Certification course. The **Other Assigned Courses** section contains the LIMRA Anti-Money Laundering course (required for writing policies with cash value).