



Customer Service

Customer Service: 800-255-2702

Website: www.aig.com/Connex

Option 1 for New Business
Option 2 for Customer Service

Option 3 for Licensing
Option 4 for Commissions

Option 5 for Winflex Support
Option 6 for Connex Support

New Business Support

Fax & Email Submissions:

Applications	800-915-9937	NewApp@aig.com
Pending Requirements	800-915-9934	PartnersGroupPendingReqs@aig.com
Delivery Requirements	877-713-6354 or 877-713-6355	PartnersGroupDeliveryReqs@aig.com
Quick Quote	N/A	QuoteAG@aglife.com

For Mailing Addresses: See our [Where to Submit Business](#) guide

Underwriting Contacts

Underwriting Quick Quote Hotline: 877-462-8829

<p>Leanna Bronner-Halfhill * Underwriter Direct: 713-831-8880 leanna.bronnerhalfhill@aig.com</p>	<p>Julene Coffman * Underwriter Direct: 217-541-8274 julene.coffman@aig.com</p>	<p>Dolly Ferrell * Underwriter Direct: 713-831-8868 dolly.ferrell@aig.com</p>	<p>Liann Gale * Underwriter Direct: 713-831-2245 liann.gale@aglife.com</p>
<p>Karen Gibson Underwriter Direct: 713-831-3442 karen.gibson@aig.com</p>	<p>Jeremy Lutz * Underwriter Direct: 713-831-8311 jeremy.lutz@aglife.com</p>	<p>Barbara Michaud Underwriter Direct: 713-831-8872 barbara.michaud@aig.com</p>	<p>Barbara Robinson Underwriter Direct: 713-342-1657 barbara.robinson@aig.com</p>
<p>Anna Blumberg Underwriter Direct: 713-831-2061 anna.vaneaton@aig.com</p>	<p>Adam Wigfield * Underwriter Direct: 713-831-2367 adam.wigfield@aig.com</p>	<p>Steve Tomczyk * Managing Director Direct: 713-831-4104 steve.tomczyk@aig.com</p>	

* Foreign National and Non Foreign National Underwriting Contacts

Case Relationship Management Contacts

<p>CRM Case Contacts Regional CRM Contacts</p>	<p>Brady Petersen Associate Director Direct: 713-831-2745 brady.petersen@aig.com</p>	<p>Elizabeth Metcalf Vice President 713-831-2739 elizabeth.metcalf@aig.com</p>
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Licensing, Contracting & Commissions

Email Submissions:

New Agent Appointment Submission	GetAppointed2@aig.com
Commissions	CommissionResearch@aig.com
Contract Maintenance	LCMaintenance@aig.com
Contract Termination	LCTermination@aig.com
Servicing Agent Changes	ServicingAgent_Changes@aig.com

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LC&C Mailing Addresses:

Overnight	American General Life Insurance Company - L&C 1050 North Western Street Amarillo, TX 79106	Regular	American General Life Insurance Company P.O. Box 9978 Amarillo, TX 79105-5978
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LC&C Key Contacts/Escalations: [PG Sales Map](#)

New Business Key Contacts

Rachel Jaeggi
VP, Head of New Business
Phone: 713-831-4117
Rachel.Jaeggi@aig.com

Chad Smith
Director, GIWL / SIWL
Phone: 346-324-2375
Chad.Smith@aig.com

Brian Campbell
Associate Director, Conversions & Replacements/Exchanges
Phone: 615-426-2357
Brian.Campbell2@aig.com

Replacements/Reg60 & 1035 Exchanges

Requirement Submissions

Fax: 855-327-4424
Email: ReplReq@aig.com

Replacements & Non-Enhanced Reg60

Requests or questions –
Replacement.Team@aig.com

1035 Exchange & Enhanced Reg60

Requests or questions –
PartnersGroupPendingReqs@aig.com

Escalations –
ReplacementAndExchangeTeam@aig.com

Term Conversions

Email: Term.Conversion.Support@aig.com
** General questions, status, escalations

Conversion eligibility (including available products and rate class)

ConversionEligibility@aig.com

Application Submissions (paperwork only)

ConversionApp@aig.com

Pending Requirement Submission (paperwork only)

ConversionReq@aig.com

Inforce Support

For Inforce tips and turnaround times: See our [Inforce Support](#) guide

Additional Support

Product Knowledge & Case Design	800-358-5753 Option 1	
Illustration Support	800-358-5753 Option 1	
eApplication Assistance	800-358-5753 Option 4	
Annuities Contact & Support Option 1: NB/Sevice Option 2: Sales Desk Option 3: LC&C PH: 888-438-6933	Inquiries – AnnuityServiceCenter@aig.com NB Doc Submission Only - AIGAnnuityService@aig.com	www.aig.com/annuityplaybook
Annuities L&C PH: 888-866-5952	L&C Doc Submission / Inquiries – IMOBGA_PendReport@aig.com	AIG IMO Annuity L&C Contact Map

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