



Navigating the New Normal

Running a Virtual Office

Letter from Mark Peterson

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Navigating the New Normal
Running a Virtual Office

Background: As a result of the COVID-19 pandemic, many workers must transition to working remotely, including you, our distribution partners. AIG has strong business continuity plans in place designed to so that we can provide uninterrupted service to these customers. Especially at this challenging time, AIG remains committed to helping our distribution partners serve their clients and grow their business. Therefore, we want to share resources and best practices related to working remotely that will help you make this transition. We would like to share these resources with you to help better ensure success as we navigate and adjust to new ways of working.

Outline of Resources:

- Letter from Mark Peterson
- Tips to Survive and Thrive Working from Home
- Managing Remote Employees Tips
- An Overview and How-To Guide of Video Conferencing Platforms
- Over-the-Phone and Virtual Selling Scripts and Suggestions
- Remote Business Processing FAQs
- Effective Virtual Sales Support Tools

Letter from Mark Peterson

Tips to Survive and Thrive Working from Home during the COVID-19 Pandemic

Businesses are being hit for general. At times, we must face the fact: we have to adapt to break our routine. Despite our longtime relationship with insurers, they operate for days and actually contribute to our overall health of our business as well as our individual and physical well-being.

Work in perhaps the most defining routine in an adult's daily life. The COVID-19 pandemic has introduced unprecedented disruption and uncertainty into our lives by forcing countless employees to transition from home. As a result of this transition from home, new business that exists in our existing and previously unmet needs must be established.

Here are tips for working well at home:

Set a Daily Schedule. Don't just wake your alarm clock. You may not be commuting but maintaining a routine schedule is key. Get up at your "regular" time. Eat when the day begins, and ending the day just as you might when going to work. Setting and keeping a schedule contributes to a sense of order, normalcy, and personal control when managing uncertainty. Let others at home know your schedule so they understand that days at home are not an indication of a vacation. Discuss with members of your household how your schedule changes will affect their lives so they can be available when it falls right. Usually, you can work from home for 8-10 hours so that it fits into your schedule.

Maintain Your Personal & Professional Self. Maintaining a routine of personal care is not just about physical health. It is about creating a structure that gives you a sense of control in a time of uncertainty. Get up, make your bed and get dressed as if you normally would for work. Be intentional about your routine, including how you are working. Treat your family member as if you are in your workplace unless representing your professional self. Choosing appropriate or not for expenses on non-commercial, but to respect yourself that you have obligations to achieve that day.

Define a Workspace. Working at home does not mean that you should choose your home as your office. Identify a space in the home that you can use as your office. The office of the day is the office of the day. Physical space, and the professional space necessary to have a videoconference, a laptop, phone and a printer and papers may be at a corner of a room, a side table, or for a conference table. The self and members of agency. *Psychological perspectives on the self.* C. S. Lewis.

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Tips to Survive and Thrive Working from Home

Remote Business Processing FAQs

Many AIG & AIG partners are working well at home during this challenging time and continue to provide excellent customer service. We are providing you the new reality of remote business processing and how you can continue to provide excellent customer service. We are providing you the new reality of remote business processing and how you can continue to provide excellent customer service. We are providing you the new reality of remote business processing and how you can continue to provide excellent customer service.

Sample Frequently Asked Questions:
Submitting, Tracking and Delivering a Case

Q: What are my options for submitting a case if I can't see my client face to face?
A: The face to face requirement can be satisfied by using iShare, FaceTime, Zoom or any other video conference application.

Q: What electronic options exist if I don't want to take a paper application?
A: Some carriers have their own proprietary online claim systems. For example, AIG has AIG Quick Ticket, which is available to all carriers. In addition, there are electronic "header" guides that get you comfortable using these applications. AIG provides a quick reference guide for AIG Quick Ticket.

Q: How do I check status of my case submission if my office is shut down due to Coronavirus?
A: We have our agents to provide remote support. You can also call 1-800-447-7777. You will also receive updates via email. Below you will find links for guides for two such platforms - iShare and iPipeline.

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Remote Business Processing FAQs

Managing Remote Employees

March 19, 2020

Managing Remote Employees Tips

Video Conferencing Technology Overview

March 2020

Overview and How-To-Guide of Video Conferencing Platforms

Finding Success with Online and Over-the-Phone Selling

March 18, 2020

Over-the-Phone and Virtual Selling Scripts and Suggestions

Effective Virtual Sales Support Tools

March 2020

Effective Virtual Sales Support Tools

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