



April 7, 2020

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FAQ: COVID-19

Topics covered include underwriting, new business, L&C, and general topics.

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AIG Responds

New Connex page has resources for you and your team. Includes the latest business updates, tips and tools for doing business from home, and FAQ.

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Interest crediting rate updates

Effective April 4, we have made some updates to interest crediting rates on our Index Universal Life (IUL) products.

[Bulletin 20-021](#)



Term conversion IUL product available in NY

Protection Extend IUL, designed on the 2017 CSO Mortality Tables, provides clients with longer guarantees and new features

[Bulletin 20-011](#)



Contact Center hours update

Hours have temporarily been adjusted to 7 a.m. to 5 p.m. CT, Monday through Friday.

[Bulletin 20-033](#)



New online form for life insurance claim

A new online form to report a death and initiate a life insurance claim is available at aig.com.

[Bulletin 20-029](#)



New guide for initial premiums

Quick Reference Guide to Initial Premium Payments is an essential guide to what is acceptable, where and how to submit payments, best practices, and more!

[View Guide](#)



New Review Requirement for juvenile applications

For juvenile cases, a life insurance coverage amount must be provided for the father or mother on the Application Part A before Underwriting can review the case.

[Bulletin 20-031](#)



Important Information for Insureds in Tennessee

To support our customers in Tennessee who may be affected by recent tornadoes, temporary suspensions are in effect on lapses, terminations, cancellations and other time-sensitive provision requirements.

[Bulletin 20-032](#)



Disclosure re: illustration expense allocation

Just a reminder that the fully allocated expense method is used with all illustrations for products underwritten by AGL and US Life.

[Bulletin 20-002](#)

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