## NEW BUSINESS BULLETIN DISCOVER THE DIRECT ROUTE TO UNDERWRITING APPROVAL



PUN D STORY

January 28, 2019 19-012

## **Guidelines for Reopening Closed Cases**

As we continue to implement efficiencies that allow us to process your cases more quickly, please note our updated guidelines for reopening closed cases.

Closed cases may be reopened simply by submitting <u>all outstanding New Business and Underwriting requirements</u> through your usual method for submitting business to AIG.

When all outstanding requirements are received, the case will **automatically reopen** at its previous status.



## Please remember ...

When reopening a case, submit all outstanding requirements at the same time.

As a reminder, closed cases may be reopened within 12 months of the date the application was signed. Cases older than 12 months require a new application.

**Questions?** Please contact your dedicated Case Relationship Manager or AIG representative.

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