

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 **all outstanding New Business and Underwriting requirements** 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.