

iGO Migration to SaaS Platform

FAQ

How will the Agent access the new iGO eApplication Platform?

Both eStation and Connexxt will add a new button to the iGO screen.

The “iGO E-APPLY” button will take the Agent to the new iGO eApplication Platform.

The “iGO EAPPLY (LEGACY)” button will take the Agent to the old iGO eApplication Platform.

When can I begin using the new iGO eApplication Platform?

The Agent can begin using the new iGO eApplication Platform immediately after the April 5th release. The Agent should begin created all NEW cases in the new iGO eApplication Platform.

Will the new iGO eApplication Platform have any new functionality or new screens?

No. The new iGO eApplication Platform will have the same screens, rules, functionality and behaviors of the original Legacy platform.

The new version of the iGO eApplication platform will be the future tool for AIG and will be updated with new products, reprices, new forms and business rules.

The old Legacy iGO eApplication platform will not be updated going forward.

Will there be any changes to Winflex?

Winflex functionality and rules will not change.

However, the green eApply button on the Results screen will automatically take the user to the [new iGO eApplication Platform](#).

Will the old Legacy iGO eApplication Platform have any new functionality or screens?

Yes. The following changes only apply to the old Legacy iGO eApplication [Platform](#).

- The Agent will see a new informative message displayed on the first Application screen – the Primary Proposed Insured. This message informs the Agent that a new iGO e-App Platform is available and the steps needed to successfully transition.
- For UL/IUL cases containing the Chronic Illness Rider (AAS) or the Lifestyle Income Rider, if a change is made in iGO that requires a new premium or illustration, the Agent will need to re-enter this case in the new iGO e-App Platform. The old Legacy iGO does not support a recalculation for cases containing either of these riders. The new iGO Platform will provide full support for the calculations.
- The Pennsylvania Disclosure must be completed, signed and submitted to AIG manually; it will be partially pre-filled in the Leave Behind packet on the Agent Instruction screen. (Note: Out of 29,810 applications submitted in 2018, only 308 cases were in Pennsylvania.)

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Will the Agent be able to continue submitting new business in the old Legacy iGO eApplication Platform?

Yes. The old Legacy iGO eApplication Platform will allow the Agent to complete, lock, sign and submit cases that are already started in the old platform.

Locked cases can still be signed and submitted to AIG from the old platform.

After June 7th, 2019, the Agent will be unable to open a case in a Started status.

Important: Agent must Lock all active cases by June 7th, 2019 to be sure that the case does not need to be manually transferred to the new iGO eApplication Platform.

After April 6th, 2019, will I be able to Start a NEW case in the old Legacy iGO eApplication Platform?

No. A blocker message will appear on the first screen preventing the Agent from Starting a new case. The message will say, "Please return to the portal and select the "iGO E-APPLY" button to start a New Case. New Business cannot be started in the old "iGO EAPPLY (LEGACY) platform."

After June 7th, 2019, what will I see when I try to open an old Started case in the old Legacy iGO eApplication Platform?

A blocker message will appear on the first Application screen preventing the Agent from opening the case. The message will say, "Please return to the portal and select the "iGO E-APPLY" button to start a New Case. New Business cannot be started in the old "iGO EAPPLY (LEGACY) platform."

Locked cases can still be signed and submitted to AIG.

What if the Agent did not Lock a case before the June 7th, 2019 and the Started case cannot be opened?

The Agent will need to transfer the case to the new iGO eApplication Platform. The Agent can access the Application forms from the My Cases screen by clicking the View Forms icon. This icon will launch a PDF of all forms containing all information entered on the case. This PDF can be used to transfer data into the new Case created in the new iGO eApplication Platform.

How long will cases be available in the old Legacy iGO eApplication Platform?

The old Legacy iGO eApplication Platform will remain intact for you to review the application forms packet for your cases through 2019. At some future date in 2020, we will sunset the legacy platform entirely.

How long will cases be available in the New iGO eApplication Platform?

The new Platform maintains a standard practice to archive cases that have not been touched for 120 days. After 120 days, the case will be archived and will no longer appear in your My Cases screen.