AIG

Connext℠

Your NEW Producer Website

Connext is your new producer website, which will replace eStation in 2019. It provides our distribution partners and producers with a simpler, faster and more transparent experience for doing business with us.

No need to register!

Use your eStation login information to access Connext - it's that easy.

Simply go to

AIG.com/Connext

If you're not already an eStation user, from the Connext login page, follow the steps to Register for a new account. Visit the Help page for user guides, FAQs, on-demand videos and more.

FAQs:

When can we start using Connext?

Please begin using Connext to become familiar with it prior to the eStation shutdown, and check back often as we will be adding new features and functionality on a regular basis. User guides, FAQs, on-demand videos and more are available on the Help page of Connext.

Do I have to re-register?

Probably not, we are working to make the transition as easy as possible, but some users may need to authenticate their account. The vast majority of today's eStation users will be able to use their existing eStation information to log in to Connext.

Are all of my life insurance inforce policies on Connext?

All policies are in Connext except the following blocks of business, until further notice.

- AIG Life sold out of Wilmington, DE (Including VUL and Joint UL)
- Old Line Life (Pre 2000 sales)
- United States Life (Pre 2000 sales)
- All American Life (Pre 2000 sales)
- Franklin Life Products (Including Presidential Annuities)
- American General Life and Accident Issued in VFLEX (Partners Group and Financial Network Only).

Why am I not seeing all of my new business policies in Connext?

Agents/Agency Owners, click Add Agent Data (top right drop-down menu) to confirm if all hierarchies are tied to the account. Add as needed.

Agency Employees, make sure the agent/agency owner or agency admin has added you as a Delegate on their account.

Who can I contact for help?

Visit the Help page to view user guides and training videos to assist with non-technical questions.
For technical issues, our Connext support team can be reached at **1(800) 631-5777** choose Option 1, then Option 5.

What is currently on Connext and what is coming soon?

Function/ Content	Current	Prior to eStation shutdown

New Business	• All life policies and most annuity policies (all index and some fixed)
	• Annuity data (outstanding requirements)
	• Policy Packet PDF
		• Proactive emails (New Business Summary, Apps Received, UW decision Made) for all or bookmarked list
		• Real time updates for select status changes (life)
		• Simplified statuses
		• Additional Correspondence Added:
		  • Amendment/Health Statement
		  • Illustration/Quotation
		  • Internal Exchange/ 1035
		  • Draft First Premium at Submit Confirmation
		  • Credit Card Decline/Validation
		  • More than 75 others

Inforce Products	• All life products currently offered and older products sold; All index and some fixed annuities (parity with eStation)
	• Add remaining currently sold product (Guaranteed Whole Life)
	• Policy Packet PDF
		• Proactive emails (grace/lapse)
		• Simplified statuses
		• Inforce correspondence:
		  • Annual Statement
		  • Beneficiary Confirm
		  • Updates to any policy parties (i.e. Owner address change)
		  • Claims Correspondence
		  • Policy Change
		  • Reinstatement
		  • And dozens more

Licensing and Contracting	• Commission Schedules • Agent Lookup functionality • Some report extracts	• Proactive welcome emails around appointment • Outstanding requirements view • Some Report extracts • Commission Summary view
Message Center		• Email functionality to Operational teams • Outstanding Requirements • Inforce • Licensing/Appointments
ePolicy Delivery		• Maintain currently enrolled groups • Select-a-Term included • ePolicy actions available at the policy level
Account Management	• Delegate Management • Assigning Agency Admin Roles • Turning on/off emails for individuals, downline and Delegates	• Turn off data for downline agents (commissions, pending, inforce)
Proactive Emails	• Annuity New Business Case Summary Email	• Life and Annuity New Business Case Summary (All or Bookmarked Only) • Application Received • Underwriting Decision Made • ePolicy Delivery • Licensing Welcome • Grace / Lapse email

Function/ Content	Current	Prior to eStation shutdown
Content	• Different by distribution	• Sales reporting for BGAs • BGA-level content
Vendor Connections (SSO)	• Forms Engine • Foresight • Winflex for Partners Group and Financial Network • iGo eApp for Partners Group and Financial Network	• Quick Ticket • AIG Campus / Career Campus

Correspon-dence	• Policy Packet PDF	• New Correspondence tab on Policy Detail page
		• Additional NB Correspondence:
		  • Amendment/Health Statement
		  • Illustration/Quotation
		  • Internal Exchange/ 1035
		  • Draft First Premium at Submit Confirmation
		  • Credit Card Decline/Validation
		  • More than 75 others
		• Inforce correspondence:
		  • Annual Statement
		  • Beneficiary Confirm
		  • Updates to any policy parties (i.e. Owner address change)
		  • Claims Correspondence
		  • Policy Change
		  • Reinstatement
		  • And dozens more

Inforce Reprojections	• Many products available through Winflex Web	

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