## **OPERATIONS BULLETIN**



October 2, 2019 19-069

### 2019 Year-End Processing Dates and Holiday Hours

As we near the end of the year, we are prepared to work closely with you on your pending business and help you have a successful close to 2019. Please use these dates to plan ahead.

# Have a Priority Case?

Notify your Case Relationship Manager or Internal Wholesaler as soon as possible of cases that are needed by year-end.

## Links to Helpful Resources:

- New Business
   Transmittal Form
- Case Submission Checklist
- Part A Application Checklist

Key Year-End Dates	
Note re: 2017 CSO Product Transition  At the end of the year, some conditions will apply to the issuance of policies for products based on the previous mortality tables (2001 CSO). See <u>Bulletin 19-062</u> for 2017 CSO transition guidelines, and keep an eye out for future updates.	
Fri, Dec 6	Forward-Dated, Conditionally Issued Term Policies  Last day to conditionally issue and forward date Term policies, where the effective and draft date will be 12/27. All delivery requirements must be received by 12/26 for the policies to be placed inforce.  Note: For California policies, the last date is November 27 due to extended forward-dating timeframe mandated by state.
Fri, Dec 13	1099 Commission Value (Semi-Monthly) Cut-off date for agents on semi-monthly pay frequency.  Note: Semi-monthly payroll released Tuesday, Dec. 17
Fri, Dec 20	W2 Commission Value (Financial Network Only) Cut-off date for 2019 W2 commission value.
Thu, Dec 26	Underwriting Approval – All Products  Last date for underwriting approval of all products to obtain policy issue and inforce placement.  Please note: This assumes no other delivery requirements, current effective date, draft date, or other form of premium on file.
	Delivery Requirements — All Cases  Last receipt date for delivery requirements to ensure placement in 2019.
	1035 Exchanges  Last date to receive 1035 funds and have policies issued and placed inforce, assuming all other requirements, including signed amendments and signed illustrations, have been received.
Fri, Dec 27	1099 Commission Value (Weekly and Bi-Weekly) Cut-off date for agents on weekly and bi-weekly pay frequency.  Note: Weekly/bi-weekly Payroll released Tuesday, Dec. 31.

#### See next page for AIG and vendor holiday hours

Policies issued by American General Life Insurance Company (AGL), Houston, TX, except in New York, where issued by The United States Life Insurance Company in the City of New York (US Life). Issuing companies AGL and US Life are responsible for financial obligations of insurance products and are members of American International Group, Inc. (AIG). Guarantees are backed by the claims-paying ability of the issuing insurance company. AGL does not solicit business in the state of New York. Products may not be available in all states and product features may vary by state. ©2019 AIG. All rights reserved.

AIG and Vendor Holiday Hours for 2019		
Wed, Nov 27	AIG offices close at 1 p.m. Central Standard Time (CST)	
Thu, Nov 28	AIG offices and vendor operations closed	
Fri, Nov 29 Tue, Dec 24	<ul> <li>AIG offices closed</li> <li>CRL Lab Services: Early closing ,12 noon CT</li> <li>CRL Plus (Inspections): Open</li> <li>EMSI APS Unit: Closed</li> <li>EMSI Inspection Unit (Credit Reports and eSearches): Closed</li> <li>EMSI Mailing Center (Mail/Scan Unit): Open to image, scan and send APS records on Nov. 29 and 30.</li> <li>ExamOne Tele-Interview Unit: Open</li> <li>ExamOne Inspections:: Closed</li> <li>AIG offices close at 1 p.m. CST</li> <li>CRL Lab Services: Open</li> <li>CRL Plus (Inspections): Open</li> <li>EMSI APS Unit: Open</li> <li>EMSI Inspection Unit: Open</li> <li>ExamOne Tele-Interview Unit: Open</li> <li>ExamOne Tele-Interview Unit: Open</li> <li>ExamOne Inspections: Open</li> </ul>	
Wed, Dec 25	AIG offices and vendor operations closed	
Tue, Dec 31	<ul> <li>AIG offices close at 1 p.m. CST</li> <li>CRL Lab Services: Open</li> <li>CRL Plus (Inspections): Open</li> <li>EMSI APS Unit: Open</li> <li>EMSI Inspection Unit: Open</li> <li>ExamOne Tele-Interview Unit: Open</li> <li>ExamOne Inspections: Open</li> </ul>	
Wed, Jan 1	AIG offices and vendor operations closed	

For vendor contact information, see **Preferred Vendors for Underwriring Services**.