



November 15, 2021

21-076

Our eDelivery process has moved to DocFast!

AIG is now using DocFast® eDelivery from iPipeline as its new service for electronic policy delivery, effective for all new eDeliveries initiated on or after November 15.

Faster and smoother delivery process

DocFast is a widely used platform designed for the Life Insurance industry, with AIG-customized features. With robust functions for financial professionals and easy-to-use navigation for clients, DocFast delivers a fast, high-quality experience for all.

Use Connex for case-level access and tracking

Financial professionals and case managers will have seamless access to DocFast via Connex, using their existing Connex user profile and sign-in.

- **To request DocFast eDelivery** for applicable products and cases:
 - On the application transmittal/cover sheet, note preference for eDelivery, or
 - In Connex, turn eDelivery ON within the Policy Information/ Policy Delivery Details section.
- **To follow the DocFast process or request changes:**
 - Use the Policy Delivery Details tab in Connex.
 - DocFast policy delivery status is also included in New Business Case Summary emails, if notifications are enabled.

Set up workflow through agency

Agencies may also choose to have the DocFast eDelivery flow through the agency, with agency-level preferences. To set up this workflow, contact your AIG Case Relationship Manager for more information and assistance.

Questions?

Contact your AIG Case Relationship Manager.

Supported products

DocFast supports the same products as our previous eDelivery platform. Additional permanent products will be added in 2022.



Prepare your clients

Our [Client Guide to Electronic Policy Delivery](#) will take your clients through all the DocFast steps and screens, and can be emailed through Forms Depot.

Not a Connex user?

Registration is easy! To get started, visit the home page at aig.com/Connex and click register for a new account.

If you need help registering, see our [Registering for Connex](#) flyer for details and tips.

Note: Additional products will be set up for eDelivery in 2022.

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