

Connex Enhancements

We are committed to making it easier to do business with Corebridge. These four new Connex updates to requirements, notifications and commission statements make our processes more efficient and more transparent, so you always know where a case stands and what is needed.

1. Hold for Issue Requirements

• Agent Request Hold for Issue

- Added when Hold for Issue is selected during the application submission process.
- Updated to Reviewed status when an Underwriting Decision is made.
- Informational only — no action required from the agent.

• Agent Request Hold for Issue – Review Final UW Decision

- Displays when an underwriting decision has been made and the policy is approved as applied or better.
- Holds the policy from issuance for 10 business days allowing agent time to review with the client.
- The policy is issued/conditionally issued after the 10-business day hold period expires.
- Agent can contact Corebridge prior to the 10-business day period to have the policy issued/conditionally issued.

Note – This does not apply for policies approved worse than applied.

Making it Easier to do Business

Four Connex updates go into effect this month.

1. Hold for Issue

New requirement flags cases held at issue; agents have 10 business days to respond.

2. Reg 60 In Review

Visible whenever a policy is under New York Reg 60 review. Informational only.

3. Underwriting Notifications

Now include a deep-link straight to the policy's New Business pending page.

4. Commission Statements

History expanded from 18 months to 3 years.

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2. Reg 60 In Review Requirement

- The Reg 60 In Review requirement is now visible in Connex when a policy is undergoing New York Regulation 60 review.
- This is an Informational only requirement that is added post underwriting approval and is intended to provide transparency on when the policy is being reviewed for Reg 60 — no action required from the agent.
- When Reg 60 review is completed and in good order, the requirement status will be updated to Reviewed, and the policy will be routed for issue/conditional issue.
- Requirement details include a link to the New York Regulation 60 Disclosure guide for guidance, processing tips, FAQs and disclosure requirements.

Note: The Reg 60 in Review requirement will be listed in addition to any additional Reg 60–specific requirements that may require action by the agent.

3. New Business Underwriting Decision Notifications

- Notifications now include a masked policy number hyperlink that takes the agent directly to the policy's New Business pending page in Connex.

4. Commission Statements Expansion to 3 Years

- Commission statements and commission statement exportable report details are now available for up to 3 years, up from 18 months.

WHERE TO FIND IT: Connex > Contracting & Commission > Commission Dashboard

The screenshot shows the 'Advanced Search and Reporting' section of the Connex interface. It features a search form with the following elements:

- Radio buttons for 'Agent Only' (selected) and 'Include Related Agents'.
- Input fields for 'Agent ID/Primary Agent ID', 'Last/Corp Name', and 'SSN or Tax ID'.
- Input fields for 'NPN' and 'Username'.
- A 'Statement Text Search' input field.
- A 'Date Range' section with 'Start Date' (09/01/2026) and 'End Date' (10/31/2026) fields, highlighted with a red box.
- A 'Commission Results Format' dropdown menu.
- An 'Other Search Options' dropdown menu.
- An 'Enter text to search' input field.
- Two green buttons: 'SEARCH STATEMENTS' and 'GENERATE REPORT'.

Questions? We're here to help.

Reach out to your Corebridge Financial contact or call our support center at 1-800-247-8837.