

## ! IMPORTANT QUICK TICKET REMINDERS

- ▶ Insured must also be the payer.
- ▶ Only formal applications are accepted.
- ▶ Not available for spouses or other secondary insureds.
- ▶ Not available for New York replacements.
- ▶ Telephone interview must be conducted directly by client in English or Spanish. Interpreters may not be used.

## CONTACTS

- For questions about a Quick Ticket case before the paramed, contact our dedicated ExamOne team at 800-225-6344 or [Dmdirectresponse@examone.com](mailto:Dmdirectresponse@examone.com).
- For case status and general questions, reach out to your Producer Care Contact Center or email your dedicated pending requirements team.

## Use AG Quick Ticket to get your case off to the best POSSIBLE START!

- Ticket entry reduces chances of application error and delays
- Streamlined process to UW review
- Available for all our life insurance products,<sup>1</sup> including eligible non-medical cases

## HOW IT WORKS

### Ticket Entry

Launch AG Quick Ticket in Connex or use iPipeline Drop Ticket, fill out basic ticket.



### Telephone Interview

Client called within 1 business day to complete application packet and if necessary<sup>2</sup> schedule exam.



### Client eSigns After Interview

Optional but recommended. Case review can begin after eSignature is received.



### Paramedical Exam

If necessary.<sup>2</sup> Exam can take place in client's home or office.



## THAT'S IT!

We have all we need to process the case. Follow its progress in Connex.

## GET TIPS & TRICKS ON THE NEXT PAGE

<sup>1</sup> GIWL and conversion products are not supported by AG Quick Ticket.

<sup>2</sup> Paramed exam is not required for cases that qualify for non-medical underwriting.

# AG QUICK TICKET

## Tips and Tricks

### AG Quick Ticket Entry

- ▶ Temporary coverage (LTLIA) is available. Select Bank Draft as payment method during ticket entry.
- ▶ Electronic policy (e-policy) delivery available. Select it in the Insured screen during ticket entry.
- ▶ Case status available in Connex within 1 business day after ticket is submitted (unless there is an agent error).
- ▶ To avoid delays in matching laboratory results with your case:
  - Enter the correct Date of Birth and the full SSN on the application
  - Make sure your client knows and provides the exact same name to the paramed examiner that you provided on the application – including middle name or initials, Jr. or Sr., etc.



### Telephone Interview

- ▶ Use ExamOne's portal to check times and status of telephone interview and paramed, and to view case paperwork. See [Checking Ticket Status and Paperwork on ExamOne](#).
- ▶ Voice mail messages will be left by the interviewer if the client is not reachable. Clients may call 1-888-876-3407 at their convenience. Client has 14 days to complete interview before case is closed.



### Client eSigns After Interview

- ▶ eSignature provides the quickest processing. Case review begins after eSignature is received. DocuSign link is valid for 15 days.
- ▶ Form compliance, replacement review, and agent validation begins 1-2 days after eSignature received.
- ▶ Use eSignature status in Connex to stay on top of possible issues.



### Paramedical Exam

- ▶ Help your client be prepared for the tele-interview and exam with [Preparing For Your Telephone Interview and Life Insurance Exam](#).
- ▶ Formal underwriting begins approx. 7 days after paramedical exam.
- ▶ Need a copy of the medical records and exam information? See our [Ordering Medical Records and Exam Copies](#) guide for forms and other tips.



### Miscellaneous Tips

- ▶ Issue state is where policy owner signs application.
- ▶ For wet signatures, insured is responsible for collecting signature from the owner and returning to ExamOne.
- ▶ For Florida cases, additional Replacement forms may be required if they are not completed during ticket entry:
  - Form # AGLC120Z8C Rev0516
  - Form # L4035 Rev0516
  - Form # LC2606 Rev0516



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PAGE 2 OF 2