



What products are available through iGO eApply?

- Select-a-Term, Value+ Protector, Max Accumulator+
- Not available in New York state.

Where are Max Accumulator+ and Value+ Protector products located?

These products appear under the Universal Life product type selection.

Where do I enter the premium?

On the Premium Information section: Enter the payment frequency, payment method and the amount.

How do I attach an illustration?

- On the Premium Information section, click the “Attach Illustration” button to select in order to attach the illustration.
- If an illustration is not attached, then a “Request for Illustration” form will be generated and will be part of the eApp packet.

Where can I view the eSignatures?

- eSignatures can be viewed after submitting the eApplication and then clicking the “View PDF” option located in the navigation menu at the top of the screen.
- The eSignatures can also be viewed by launching the PDF from the My Cases screen.

Where can I enter my Agent Code?

- The Agent Code is entered under the “Agent’s Report” section.
- The case manager at your BGA will validate the code before submitting the application to AIG.
- If you have not yet received your AIG Agent Code, enter “Unknown” in the space provided on the Agent Report screen.

Can I order the paramed through iGO?

No. Currently the paramed is ordered separately by the vendor after the iGO eApplication is submitted. We are working to allow paramed scheduling by agents in a future iGO update.

What PIN do I use for the signature?

- For the proposed insured, the PIN is the last 4 digits of their SSN.
- For the agent, the PIN is “2452”.
- The PIN can be changed for any signing party, including the agent, on the eSignature prep screen if desired.

Can iGO eApp be used with the Max Accumulator+ non-medical product?

- Yes. You may also complete the Part B in iGO and submit it as part of the eApplication.
- A vendor-completed Part B tele-interview is also available for iGO eApplications. This option offers the fastest Part B turnaround so underwriting can begin.

Can iGO eApplication be used for Foreign National cases?

Yes. If the eApp is used, the client must sign electronically.

What happens after I submit the case through iGO?

The eApplication is sent to your BGA for review. Once they approve it, the case will be sent to AIG.

Why was my case abandoned?

Cases are abandoned when all required signatures are not submitted to AIG within 10 business days.

Why can't I see my application in my Pending Cases feed?

- iGO eApp cases are not viewable in your feeds until you formally submit them by clicking the Submit button.
- The final “Congratulations” message after clicking “Submit” will verify the case has been formally submitted. It should then be viewable in your case feed.

More questions?

Contact Brokerage Tech Support
at 877-330-1193, Option 1.

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