

iGo Partners Group FAQ's

Why can't I move forward on the premium screen?

All screens prior to the premium screen must be (iGo) In Good Order. In good order screens are identified with a green check mark.

Why is the premium calculation different on (payment) screen 5?

Something was changed prior to (screen 5) Premium Tab. Any changes made prior to the Premium Tab will require a recalculation. Recalculating in iGo will override the original Winflex quote/illustration. The Agent must go back to Winflex and recalculate the original illustration that was linked to iGo.

Which option do I choose if I want AIG to order paramed exam? What if I want to order the exam myself?

If AIG orders the exam, select the 1st option- (Yes A paramedical exam will be ordered and I (agent) want to order it electronically through iGo). If Agent orders exam or the paramed has been ordered/completed on another pending policy, select option- (Yes, A paramedical exam will be ordered, but I don't want to do it electronically). (Agent/case manager).

Which premium option do you choose for LTLIA?

(ABC) Automated Bank Check-If the ABC is filled out, the appropriate selection is Draft at Issue; Draft at Submit or Collect at Submit.

Can you set up payments by credit card?

You can ONLY do credit card payments on (QoL) Quality of Life Flex Term for the INITIAL premium. The SIGNED credit card authorization form MUST be attached. An (ABC) Automated Bank Checking form is also required for consecutive premiums. If no credit card authorization is attached, an outstanding requirement will be posted in Connex on the policy details.

Can the iGo eApp be signed by the policy owner when they are not in the same state as the license agent?

Yes, signature has to be done electronically (It cannot be a face to face); The iGo forces an electronic signature

Why are there separate email notifications going out to the proposed insured and policy owner if they are the same person?

The last question on the Primary Insured tab defaults in "no" therefore, iGo will send a 2nd email to both policy owner and the primary insured.

Can the agent signature pin be changed?

Yes, it can be changed. *The Agent default pin is 2452. This will reset with each application.*

Why can't I sign face to face?

Typically the only reason for a face to face option to not be available is because the insured, owner or payor is a Foreign National.

Important Note:

If any role (Primary Insured, Owner, and Payor) on the eApp are Foreign Nationals then the case is forced to sign via eMail Signature method.

What is the post submission delivery opt out?

If the client does not want to receive a copy of the signed application packet, you can choose to opt out of sending the signed application. (This is typically not advised).

How do I get back to the documents that we were to have wet signature?

The documents populate on the My Cases tab/page and can be printed and/or viewed but not changed (because the case is locked).

Can I make changes to eApp?

Yes. The case can be unlocked prior to e-submission.

Important Note:

- Any changes prior to the PREMIUM Tab will require a recalculation.
- When you unlock the case, any signatures that have been collected will be erased. You will need to recollect signatures from all parties. *This is a compliance requirement.

What are the next steps after app completion?

Paramedical order (if applicable) signature process; submission.



Policies issued by American General Life Insurance Company (AGL) Houston, TX. Issuing company AGL is responsible for financial obligations of insurance products and is a member of American International Group, Inc. (AIG). 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.

FOR FINANCIAL PROFESSIONAL USE ONLY - NOT FOR PUBLIC DISTRIBUTION

AGLC112628 ©2019 AIG. All rights reserved.