



## Quick Reference Guide

### What is AG Quick Ticket?

AG QuickTicket streamlines the application process and improves your productivity time. The process is easy...

- Identify and quote the AG Term or UL product
- Submit the ticket
- The vendor contacts the client
  - Interviews to complete the application information
  - Schedules the exam
  - Checks the paperwork for completeness and signatures

### AG Quick Ticket Benefits

- Completely paperless, streamlined solution: user friendly web sites, minimal data collection and eSignatures
- Vendor handles cumbersome application packets, customer signatures, quality control and submissions to American General
- Status is available for producers and agencies via American General's producer website

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### The Writing Agent

- Pre-screen applicant to provide a more accurate initial quote
  - The American General Underwriting Tool is an easy tool to use when determining the right underwriting class.
  - Rapid Rater will assist in providing the right premium for our term products.
  - eConnections or Winflex will build the right quotation for our UL option.
- Complete the Ticket (online)
  - All state required forms can be signed by the applicant during the paramedical exam.
  - Unsigned quotation needs to be included (if AG Secure Lifetime GUL® is requested).
  - Receive email confirmation upon submission.
- Collection of Initial Premium
  - If the client wishes to pay via bank draft, ExamOne will collect this information during the interview.
  - The agent should not collect the premium.
- Prepare the client for the ticket process
  - The client should understand the purpose of the interview and the length of the interview.
- Do not schedule the paramedical exam
  - ExamOne will schedule the exam once the interview has been completed.
- Be familiar with the application status throughout the process:
  - [www.examone.com](http://www.examone.com) for the ticket
  - <http://eStation.americangeneral.com> for the underwriting review
- Once the policy is approved, deliver the policy to the client and collect any delivery requirements. (Electronic option available)

## The Agency

- Status can be monitored from <http://eStation.americangeneral.com>

## AG QuickTicket Helpful Hints

- When using AG QuickTicket, no paper forms are required for the agent to complete.
- The issue state will be the state in which the policy owner first signs the application.
- Customer preparation is key.
- Application interviews that are not completed after the vendor has left five messages will be closed. If a client wants to reopen a case, you can call 800-225-6344.
- Do not schedule the exam. ExamOne will schedule the paramedical exam once the teleinterview is complete.
- Status of the application throughout the process is provided on multiple sites:
  - [www.examone.com](http://www.examone.com) and <http://eStation.americangeneral.com>

### Expect these valuable enhancements in the second quarter of 2012:

- Addition of US Life (New York) applications
- Ability to send unsigned quote/illustration images to ExamOne

## What happens after I submit a ticket?

- ExamOne will contact the applicant within one business day of receiving the ticket to complete the phone interview.
  - If the applicant is not available, ExamOne will leave a message with a toll-free number for the applicant to call. ExamOne will continue to follow up for 14 days.
- Interview is completed over the phone.
  - Average interview takes 20-30 minutes.
  - Information collected includes:
    - ♦ Application Part A
    - ♦ Application Part B
    - ♦ Any applicable questionnaires
    - ♦ Additional forms as required by the state
- ExamOne schedules the paramedical exam with the customer.
- Application is delivered to client to review and sign along with all state-specific supplemental forms.
- Status information is provided through all pending aggregator sites throughout the process.

## When can I not use the ticket process?

- Application in which the owner is not the insured
- Application in which the payer is not the insured
- Application signed state is New York
- Application is trial/informal
- Application requesting coverage for Spouse/Other Insured

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**AG QUICKTICKET**<sup>®</sup>

Policies issued by: **American General Life Insurance Company (American General Life)** 2727-A Allen Parkway, Houston, TX 77019. Policy Form Numbers 10460, ICC-10460; 07007, ICC-07007; 10001.

**The United States Life Insurance Company in the City of New York (US Life)**, One World Financial Center, 200 Liberty Street, New York, NY 10281. Policy Form Numbers 10460N; 09007N; 10001N.

The underwriting risks, financial and contractual obligations and support functions associated with products issued by American General Life and US Life are the issuing insurer's responsibility. US Life is authorized to conduct insurance business in the state of New York. Policies and riders not available in all states. Guarantees are subject to the claims-paying ability of the issuing insurance company. American General Life Companies, [www.americangeneral.com](http://www.americangeneral.com), is the marketing name for a group of affiliated domestic life insurers including American General Life and US Life. **Important:** Prior to soliciting business, be certain that you are appropriately licensed and appointed with the insurer and that the product has been approved for sale by the insurer in that state. If uncertain, contact your American General Life Companies representative for assistance.

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AGLC105938 REV0512