

Contact Center Hours Update

Our Contact Center hours will temporarily be adjusted so our call center staff can better serve you and your clients.

Effective Wednesday, March 25, Contact Center hours will be 7 a.m. to 5 p.m. CT, Monday through Friday.

These hours will continue until further notice. We will update you when we return to our standard operating hours of 7 a.m. to 7 p.m. CT.

Avoid the Hold: Service Options

New Business, L&C and Inforce

- **Producer/Agency Self-Service:** Use aig.com/Connex for policy lookup and secure messaging re: complex issues.

Additional Inforce Options

- **Call Back Assist:** Callers to the Contact Center can “save” their place in the queue and hang up. A rep will call them back when their place in the queue is reached.
- **Policy Owner Self-Service:** aig.com/eService allows them to manage common policy changes and transactions. See [Sign Up for eService](#) client flyer for details.
- **Online Claims Form:** Life insurance claims may be initiated online at [Report a Death Claim Form](#).
- **Inforce Illustration Self-Service:** Run inforce illustrations for 30 current and discontinued products on WinFlex Web. Get details at [Self-Service Inforce Illustrations](#).

Also, for UL and VUL products only, the [Inforce Illustration Request Form](#) can be completed and faxed to the number included on the form.

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