

Q & A

A Single Premium Immediate Annuity (SPIA) & Deferred Income Annuity (DIA) Service Center Transition.



Effective 02/01/2021, the service center that handles the American Pathway Immediate Annuity (SPIA) and American Pathway Deferred Income Annuity (DIA) products will change. For the most part, business will be conducted as usual. However, we have created this Q&A to provide additional details for changes related to Agent IDs, accessing pending and existing business, commissions, and who to contact for additional questions.

Will Advisors receive a new agent ID?

- If an advisor has written an American Pathway Series® product, they may continue to use their American Pathway Agent ID to write new SPIA/DIA business on or after 02/01/2021.
- If an advisor has never written an American Pathway Series product, a new Agent ID will be created as business is submitted.

After this change becomes effective, where can advisors and KOPs find pending and Inforce policy information?

- For policies issued prior to 02/01/2021, advisors and IMO back-office KOPs will be able to view inforce product information on aig.com/Connex.
- For policies issued on or after 02/01/2021, advisors can access policy information via the Annuities website aig.com/annuities.

Will commission statements still reflect SPIA/DIA paid business?

- Yes, commission statements will be generated for SPIA/DIA business. For policies issued on or after 02/01/2021, commission statement will no longer be available on Connex and will be separated from the Life business.

Where can commission statements and online commission information be accessed after this change for SPIA/DIA products?

- Paper statements will be provided, or you may choose to enroll in FileShare. Statements for these products will no longer be available on Connex. SPIA/DIA commission statements will be combined with American Pathways Series, business if applicable.

Will the service center address and wire instructions change?

- No. Service center information will remain unchanged and available via the *How to Do Business Guide* located on www.aig.com/connext.

Who do I contact if I have questions about commissions or agent ID information?

- For policies issued on or after 02/01/2021, the IMO Back-office KOPs can contact the Annuity Commissions Team at 888-438-6933, option 3 or email WNLCommissionsCallCentermailbox@aig.com

Will any new forms be required due to this change?

- Yes. New York advisors *may* be required to complete new contracting forms.

Are there any changes specifically for Partners Group?

- The SPIA/DIA commission rates will now be accessible via the standard IMO Brokerage commission schedules.

Annuities are long-term products designed for retirement.

Retirement accounts such as IRAs can be tax deferred regardless of whether or not they are funded with an annuity. The purchase of an annuity within an IRA does not provide additional tax-deferred treatment of earnings. However, annuities do provide other features and benefits.

Withdrawals may be subject to federal and/or state income taxes. A 10% federal early withdrawal tax penalty may apply if taken before age 59½ in addition to ordinary income tax. Partial withdrawals may reduce benefits and contract value.

This material is general in nature, was developed for educational use only, and is not intended to provide financial, legal, fiduciary, accounting or tax advice, nor is it intended to make any recommendations. Applicable laws and regulations are complex and subject to change. Please consult with your financial professional regarding your situation. For legal, accounting or tax advice consult the appropriate professional.

Annuities issued by **American General Life Insurance Company (AGL)**, Houston, TX except in New York where issued by **The United States Life Insurance Company in the City of New York (US Life)**. Issuing companies AGL and US Life are responsible for financial obligations of insurance products and are members of American International Group, Inc. (AIG). Guarantees are backed by the claims-paying ability of the issuing insurance company.

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