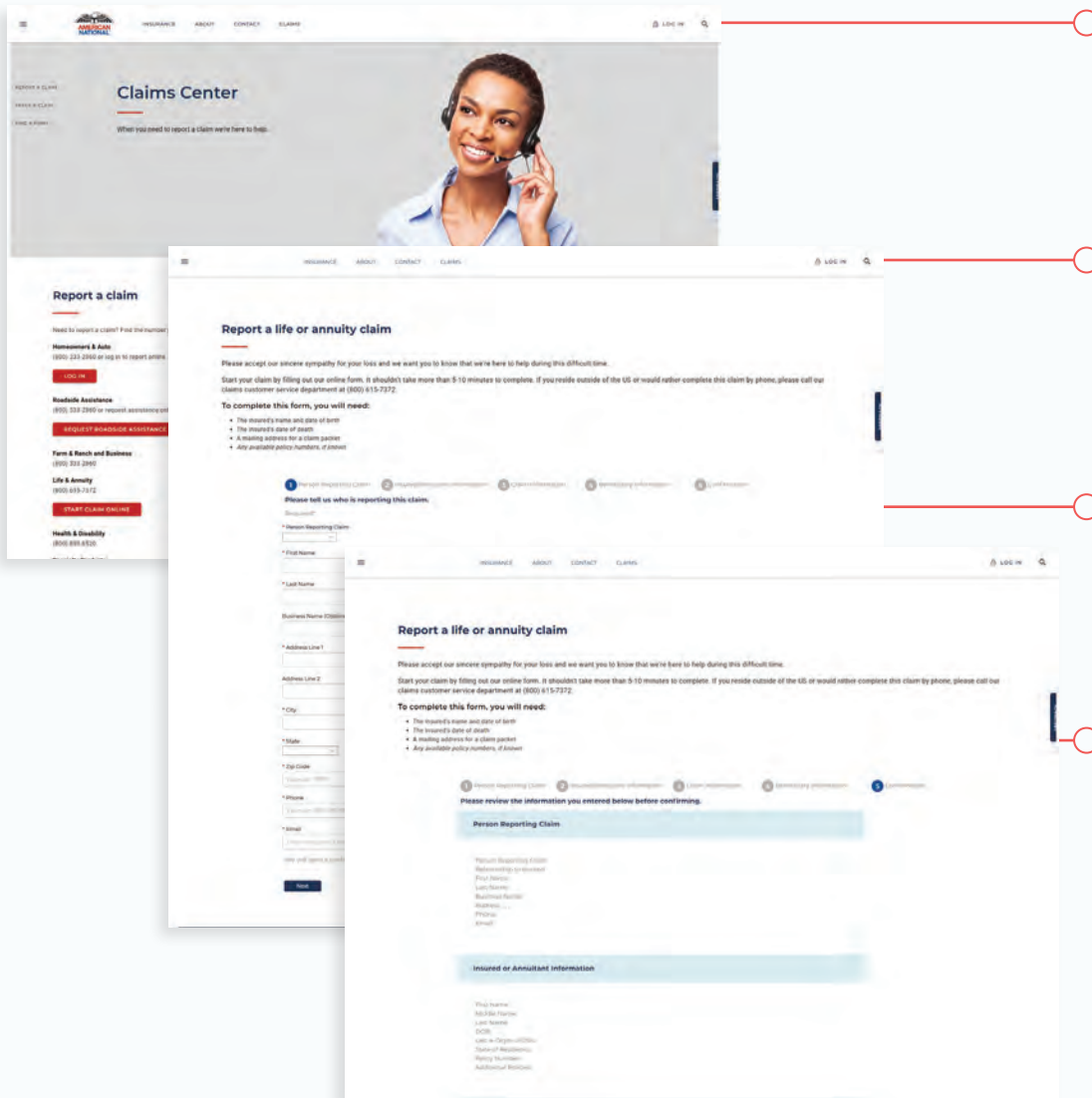




Life & Annuity Online Claim Reporting | Guide

A walk-through guide of the new Life & Annuity online reporting experience.

When a client entrusts American National with their life insurance policy and/or annuity, they are also trusting that we will be there for the ones handling their end-of-life affairs. This includes a straightforward and efficient claims experience. Individuals can now initiate the claim process online, following a simple, fast, intuitive digital questionnaire on www.AmericanNational.com. These submissions are passed directly to our Life Claims customer service team for processing.



Users can find the online life/annuity claim form under the Claims section of AmericanNational.com.

Users are asked for basic contact information to start, then information regarding the insured/annuitant, the claim itself, and any beneficiary information available.

Only fields absolutely needed to initiate the claim are required. Optional fields, that aid in faster expediting, have been kept to a minimum.

Upon submission, users are given next steps and expectations - on screen and in a follow up email.

The Life Claims CSRs receive a notification to process the information and reach out to the person reporting the claim (if needed).