

# ACCELERATED EMAIL PROCESSING

FOR LIFE NEW BUSINESS AND ANNUITY ADMINISTRATION



American National's new business departments have implemented a new process to handle the thousands of emails received weekly.

This new process creates a faster, streamlined email delivery experience that automatically calculates if an email should be routed as administrative (to a Life or Annuity Case Manager), underwriting (to an Underwriter) for life, or as an inquiry (to the correct Correspondence Team) for annuity.

## THIS WILL ENSURE

- Expedient delivery to the appropriate division within Life New Business and Annuity Administration
- Faster review by the applicable division

## Preparing an Email for Accelerated Processing:

### ▶ Email Subject Line Can Only Be the Eight-Digit Policy (Pending Case) Number



Subject: **E0012357**



Subject: **Eoo12357**

Careful not use letter "o" in the policy number.



Subject: **# E0012357 Client Name**

No special characters ( # & - \_ [] ), spaces, or additional text with the policy number.

### ▶ Send Only One Policy (Pending Case) Per Email



Subject: **E0012357**



Subject: **E0012357 and UE012357**

### ▶ Send Email to Only One New Business Team

(If unsure, contact your American National NSM for the appropriate New Business Team email address)



To... **valid\_email1@americannational.com**



To... **valid\_email1@americannational.com**

Cc... **valid\_email2@americannational.com**

American National Insurance Company, headquartered in Galveston, Texas is licensed to conduct business in all states except New York. Business is conducted in New York by American National Life Insurance Company of New York, headquartered in Glenmont, New York.

**For Agent Use Only. Not for Distribution or Use With Consumers.**



AMERICAN NATIONAL INSURANCE COMPANY  
AMERICAN NATIONAL LIFE INSURANCE COMPANY OF NEW YORK  
888-501-4043 | [img.anicoweb.com](http://img.anicoweb.com)