

Take a look!

# Action to improve the ease of doing business

Action is everything. That's why we're working hard to improve your Corebridge experience.

Thanks for your business and support as we continue listening and improving.

## The latest enhancements at-a-glance

### Call Center

**Call Back Assist** technology is now live on all service phone lines. If call volumes increase so that hold times are projected to exceed 10 minutes, callers will be given the option to receive a call back from our team to their phone number of choice, without losing their place in line.

Since implementation, along with other enhancements to staffing, hold times have been reduced significantly from the peaks experienced earlier in the year.



### Connex Website updates

#### Pending Business follow-up enhancements

Agents already have 24/7 access to their annuities pending business but now this access includes the latest Outbound Call follow-up status on funds coming from surrendering companies.

Agents can log into Connex, click the New Business tab, select the Pending Business contract they want to review, and then Outbound Calls.

Read the ["how-to" guide](#)

#### Introducing Contract e-Delivery

Beginning November 6, 2023, agents and clients will have the ability to opt in for Contract e-Delivery for paper applications and all Order Entry platforms (Firelight, Affirm, AN4, etc.).

Please see the [FAQ](#) for other important details including product availability.

### Suitability Reviews

As of October 2, 2023, we previously announced the Corebridge Suitability Supervision Program will allow for considerations of replacement applications that will result in a net cost up to 5% of the existing contract account value. In instances where accumulation is the primary goal for the exchange, we will extend this consideration to apply to Index Annuity to Index Annuity exchanges, which previously may not have been considered. All new business will continue to require a complete Client Profile form, where applicable, and be subject to suitability review. Please review the [October IMO Newsletter](#) for additional details.

## Maximum Purchase Payment Limit Increase - Large Case Approval Changes

We recently announced that we have *increased* the Maximum Purchase Payment Limit from \$1M to \$2M across all product lines. We are pleased to announce that we have further simplified the process—aligning both AML & Large Case Exception thresholds to match at \$2 million (AML was previously at \$1.5 million). As of October 5, both AML and Large Case Exception reviews will only be required for submissions over \$2 million. Please see the [October IMO Newsletter](#) for important details.

Annuities are issued by American General Life Insurance Company (AGL), Houston, TX, or, in New York, by The United States Life Insurance Company in the City of New York (US Life), except the Polaris Platinum Elite and the Power Index Elite annuities, which are issued by The Variable Annuity Life Insurance Company (VALIC), Houston, TX, in all states except New York. Variable annuities are distributed by AIG Capital Services, Inc. (ACS), member FINRA, 21650 Oxnard St., Suite 750, Woodland Hills, CA 91367-4997, 800-445-7862. AGL, US Life, VALIC and ACS are wholly owned subsidiaries of Corebridge Financial.