



DocFast[®] eDelivery

A faster, more seamless way to deliver policies to your customers and complete your cases



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AGLC200863

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About DocFast[®] eDelivery

DocFast[®] eDelivery is an electronic policy delivery solution from iPipeline that is designed for the insurance industry, with customized features for the AIG Life business. With robust functions for financial professionals, and easy-to-use navigation for clients, DocFast eDelivery provides a streamlined solution designed to activate and deliver policies faster than paper delivery while minimizing errors and delays.

DocFast benefits and features

- Supports roles for both Insured and Owner
- Multiple workflow options:
 - DTC: Direct to Consumer
 - CAC: Carrier (AIG) to Agent to Consumer
 - CDAC: Carrier (AIG) to Distributor to Agent to Consumer
- Ability to pay initial premium and set up ongoing premium payments
- Detailed delivery status available on Connex and in Pending feeds
- Digital eSignature via click-to-sign and touchscreen-signature capability
- Works with multiple browsers and touchscreen devices, including smartphones and tablets
- Resend emails and links
- Proactive notifications allow quick response to status changes, expiring links and other issues
- Supports Good Health Statement, Bank Draft forms, Policy Acceptance and Amendment of Application
- Eliminates need for Delivery Receipt requirement for States / Foreign Nationals

Supported Products

- Select-A-Term
- QoL Flex Term
- More products coming soon!

Look for more products, functions and enhancements as DocFast is rolled out to the AIG Life business!

Accessing DocFast

You have several options for accessing DocFast, depending on your agency's existing relationship with iPipeline.

USING CURRENT AGENCY METHOD

If your agency is already using DocFast , or uses another iPipeline product (iGO full e-app, Agency Integrator, etc.), you can access DocFast by either:

- Using your agency's usual DocFast entry method, or
- Clicking the policy link in a DocFast email

Note: Depending on your agency's relationship with iPipeline, you may be asked to complete a one-time DocFast registration setup when using DocFast for the first time.

USING YOUR CONNEXT SIGN-IN

If your agency does NOT have an existing relationship with iPipeline, you can still take advantage of eDelivery through DocFast if you are registered in our producer portal at aig.com/Connex.

Simply use your Connex log-in info (user name and password) when clicking the policy link in a DocFast email.

Note: If you are not currently registered with Connex, click the "Register for a new account" option at the [Connex log-in screen](#) to complete the simple one-time registration process.

NO CONNEXT OR AGENCY ACCESS?

If your agency does not have an iPipeline tool and you are unable to register in Connex, discuss with your Case Relationship Manager. We will work with you to assist setting up a DocFast registration to suit your needs.

Statuses (Connex or Pending Feed)

DocFast eDelivery provides meaningful status updates throughout the workflow. There are two ways to view the status of a DocFast delivery:

- Login to Connex at aig.com/Connex and navigate to policy details
- Login through an agency's chosen portal (i.e., SmartOffice, Agency Integrator, Custom Agent portal)

Below are possible statuses that may be seen in a feed and what they mean.

Note: Existing payment and system-generated statuses will remain unchanged.

Status	Definition
Agent notified consumer declined to sign	Agent notified that customer declined to sign and opted out of the eDelivery process
Emailed Sent to Policy Owner	The email notice was sent to the Policy Owner to complete the eDelivery requirements
Emailed Sent to Proposed Insured	The email notice was sent to the Proposed Insured to complete the eDelivery requirements
eSignature Pending Policy Owner	Policy Owner has not yet signed and completed the eDelivery requirements
eSignature Pending Proposed Insured	Proposed Insured has not completed signing and the eDelivery requirements
eSignature Complete	The eDelivery process has been completed
eSignature Declined by Policy Owner	Policy Owner declined to sign and complete the eDelivery requirements
eSignature Declined by Proposed Insured	Proposed Insured declined to sign and complete the eDelivery requirements
eSignature Request Expired	The eDelivery process has expired
Not Taken	Policy was changed to NOT Taken by Home Office
Not Taken Agent	Policy was changed to NOT Taken by Agent
Not Taken BGA/Agency	Policy was changed to NOT Taken by BGA/Agency
Paper Mailing Printed	AIG will mail and deliver the Paper Policy – the case is no longer on eDelivery
Paper Mailing Requested	Request Paper Policy – the case is no longer on eDelivery (Connex)
Paper Mailing Requested Doc Fast	Request Paper Policy – the case is no longer on eDelivery (DocFast)
Policy Information Emailed To Agent	The email notice was sent to the Agent for review and delivery to consumer
Policy Information Emailed BGA/Agency	The email notice was sent to the Distributor (BGA) for review and delivery to Agent/Customer
Reissue/Change Requested by Agent	Reissue and or Change Request by Agent
Reissue/Change Requested by BGA/Agency	Reissue and or Change Request by BGA/Agency
Use eSignature Decline Statuses	Customer declines to sign and opts out of the eDelivery process

I'm in DocFast. What will I see first?

Where you land in DocFast depends on the login method.

THROUGH EMAILED LINK

When clicking the link on an emailed notification, users will be taken to a policy's **Document Details** screen. Go to [page 13](#) for next steps after landing in Document Details.

Document Details

New Document Package This is a new document package for your approval.

Document Summary

Common Details

- Identification Number: VB02092102
- Primary Consumer: Charlie Brown, 78 Rodriguez Ave, Badam, Dallas, TX 75203
- Delivery Expiration Date: March 31, 2021
- Monthly Premium: \$237.86
- Face Amount: \$5,000,000

Specific Details

- Agency Code: G5771
- Agency Name: Financial Independence Group Inc.
- Agent Name: Vanessa Agent
- Duration: 15
- Face Amount: 5000000.00
- Ongoing Premium: 237.86
- Payment Frequency: Monthly
- Payment Method: Bank Draft
- Primary Insured Name: Charlie Brown
- Effective Date: 2021-02-15

Status: Received by Agent

Carrier → Agent → Consumer

Name	Role	Status	Action
Agent, Vanessa	Agent	Delivered	Awaiting Signature
Brown, Charlie	Owner-Insured	Not Sent	

Activity History

Date	Activity History
Feb 18, 2021 12:00:05 AM	Document reminder notification sent to Agent Vanessa Agent at j@aig.com
Feb 10, 2021 10:52:54 AM	Carrier Case Manager Administrator Mona Hubbard sent document notification to Agent Vanessa Agent at j@aig.com for document VB02092102
Feb 10, 2021 10:52:44 AM	Document created

THROUGH AGENCY LOGIN

When logging in through an agency website or a saved bookmark using agency access, users will land on the DocFast dashboard.

Note: Dashboard access is not yet available through Connex.

Alerts (4)

Expiration Date	Carrier	Status	Primary Consumer	Identification Number	Action
March 31, 2021	AIG	Sent to Agent 0 of 2 signatures, 0 issues	Piper, Peter	VB02172103	Action
March 31, 2021	AIG	Sent to Agent 0 of 2 signatures, 0 issues	Baggins, Bilbo	VB02172104	Action
March 31, 2021	AIG	Sent to Agent 0 of 2 signatures, 0 issues	Baggins, Bilbo	VB02172105	Action
March 31, 2021	AIG	Sent to Agent 0 of 2 signatures, 0 issues	Baggins, Bilbo	VB02172106	Action

General Policies (7)

Last Activity Date	Carrier	Status	Primary Consumer	Identification Number	Action
February 17, 2021	AIG	Delivery Requirements Received 2 of 2 signatures, 0 issues	Baggins, Bilbo	VB02172108	Action
February 18, 2021	AIG	Sent to Consumer 1 of 2 signatures, 0 issues	Baggins, Bilbo	VB02162105	Action
February 18, 2021	AIG	Printed for Paper Delivery by Agent 0 of 2 signatures, 0 issues	Brown, Charlie	VB02092102	Action

Dashboard overview

An Agent's cases are arranged in two sections on the DocFast dashboard:

Alerts section (AMBER-colored grid)

- These cases require attention or an action by the Agent.

General Policies (in the BLUE-colored grid)

- These cases are in the system awaiting a client or action by another party, and do not require action by the Agent.

Dashboard features and functions:

1. Filter viewable cases by time frame and number of policies
2. Search by ID number or client name
3. Reorder by dates
 - Link Expiration Date for Alerts
 - Last Activity Date for General Policies
4. Get a snapshot view of the eDelivery workflow status under the Status column
5. Access the Document Details screen by clicking the case Identification Number
6. View the Policy PDF by clicking the PDF icon
7. Perform a DocFast Action (see next page for Action details)

The screenshot displays the AIG Agent DocFast Center dashboard. At the top, there is a navigation bar with the AIG logo, 'AGENT DOCFAST CENTER', 'My Dashboard', and 'Welcome Vanessa Agent'. Below the navigation bar, there is a search bar (2) and a filters dropdown (1). The main content area is divided into two sections: Alerts (4) and General Policies (7). The Alerts section is an amber-colored grid with columns for Expiration Date (3), Carrier (AIG), Status (4), Primary Consumer, and Identification Number (6). The General Policies section is a blue-colored grid with columns for Last Activity Date (3), Carrier (AIG), Status (4), Primary Consumer, and Identification Number (6). Each row in both sections includes a PDF icon and an Action button (7).

Alerts (4)	Expiration Date	Carrier	Status	Primary Consumer	Identification Number
⚠	March 31, 2021	AIG	Sent to Agent 0 of 2 signatures, 0 issues	Piper, Peter	VB02172103
⚠	March 31, 2021	AIG	Sent to Agent 0 of 2 signatures, 0 issues	Baggins, Bilbo	VB02172104
⚠	March 31, 2021	AIG	Sent to Agent 0 of 2 signatures, 0 issues	Baggins, Bilbo	VB02172105
⚠	March 31, 2021	AIG	Sent to Agent 0 of 2 signatures, 0 issues	Baggins, Bilbo	VB02172106

General Policies (7)	Last Activity Date	Carrier	Status	Primary Consumer	Identification Number
	February 17, 2021	AIG	Delivery Requirements Received 2 of 2 signatures, 0 issues	Baggins, Bilbo	VB02172108
	February 18, 2021	AIG	Sent to Consumer 1 of 2 signatures, 0 issues	Baggins, Bilbo	VB02162105
	February 18, 2021	AIG	Printed for Paper Delivery by Agent 0 of 2 signatures, 0 issues	Brown, Charlie	VB02092102

Available Actions from the Dashboard

The dashboard is titled 'AGENT DOCFAST CENTER' and 'My Dashboard'. It features a search bar and a 'Filters' button. The 'Alerts (4)' section contains a table with columns: Expiration Date, Carrier (AIG), Status (Sent to Agent), Primary Consumer, and Identification Number. The 'General Policies (7)' section contains a table with columns: Last Activity Date, Carrier (AIG), Status (Delivery Requirements Received, Sent to Consumer, Printed for Paper Delivery by Agent), Primary Consumer, and Identification Number.

Document Actions

- e-Sign and e-Deliver to Consumer
- Change Request
- Print and Hand Deliver

For cases in the Alert section, users can:

- E-Sign and e-Deliver to client
- Change Request
- Print and Hand Deliver

Action

- Resend
- Change Request
- Print and Hand Deliver

For cases in the General Policies section, users can:

- Resend
- Change Request
- Print and Hand Deliver

For a detailed description of each action, see the Actions section starting on page 13.

Workflow overview

Agents can view their agency's workflow setup by navigating to the **Policy Information** section of Connex and clicking the **eDelivery Method** for a specific policy.

Three workflow options are available.

DTC: Direct to Consumer

(2 silhouettes)

> Direct from AIG to Consumer

CDAC: Carrier – Distributor – Agent – Consumer

(4 silhouettes)

> From AIG to BGA/Agency for Approval

> To Agent for Approval

> Delivery to Customer

Note: CDAC is only available for agencies with an established iPipeline relationship.

CAC: Carrier – Agent - Consumer

(3 silhouettes)

> From AIG to Agent for Approval

> Delivery to Customer

The CDAC and CAC workflows are customized at the BGA/MGA agency level to determine approval responsibilities and requirements for BGAs/MGAs and downlines .

Last Activity Date ↑	Status ⓘ	Primary Consumer	Identification Number		
October 21, 2020	Delivery Requirements Received 2 of 2 signatures, 0 issues	Toty, Thor	UAT_DTC_MCnoPA_10212 ...		⚡ Actio
October 21, 2020	Delivery Requirements Received 1 of 1 signatures, 0 issues	Toty, Thor	UAT_DTC_SCPA_1021202 ...		⚡ Actio
October 21, 2020	Delivery Requirements Received 3 of 3 signatures, 0 issues	Bebe, Papacho	UAT_CDAC_AppCC_MCFA_ ...		⚡ Actio
October 21, 2020	Delivery Requirements Received 2 of 2 signatures, 0 issues	Bebe, Papacho	UAT_CDAC_CCApp_SCnoP ...		⚡ Actio
October 21, 2020	Delivery Requirements Received 2 of 2 signatures, 0 issues	Bebe, Papacho	UAT_CDAC_AppApp_SCno ...		⚡ Actio
October 21, 2020	Delivery Requirements Received 3 of 3 signatures, 0 issues	Bebe, Papacho	UAT_CDAC_AppApp_MCFA_ ...		⚡ Actio
October 21, 2020	Delivery Requirements Received 2 of 2 signatures, 0 issues	Loli, Poly	UAT_CACDW_CC_SCnoPA_ ...		⚡ Actio
October 21, 2020	Delivery Requirements Received 3 of 3 signatures, 0 issues	Loli, Poly	UAT_CACDW_App_MCFA_1 ...		⚡ Actio
October 21, 2020	Delivery Requirements Received 3 of 3 signatures, 0 issues	Loli, Poly	UAT_CACDW_CCRO_MCnoP ...		⚡ Actio

Workflow Status – Role descriptions

In the Status column, appearance of the silhouettes will vary depending on the role and next steps. Click the Helper Text symbol (next to Status) to view explanations of each role.

Last Activity Date ↑	Status ⓘ	Primary Consumer	Identification Number
October 21, 2020	Delivery Requirements Received 2 of 2 signatures, 0 issues		
October 21, 2020	Delivery Requirements Received 1 of 1 signatures, 0 issues		
October 21, 2020	Delivery Requirements Received 3 of 3 signatures, 0 issues		
October 21, 2020	Delivery Requirements Received 2 of 2 signatures, 0 issues		
October 21, 2020	Delivery Requirements Received 2 of 2 signatures, 0 issues		
October 21, 2020	Delivery Requirements Received 3 of 3 signatures, 0 issues		
October 21, 2020	Delivery Requirements Received 2 of 2 signatures, 0 issues		
October 21, 2020	Delivery Requirements Received 3 of 3 signatures, 0 issues		
October 21, 2020	Delivery Requirements Received 3 of 3 signatures, 0 issues		

Workflow People

- The document has been approved and sent to the next approver in the workflow.
- The document requires your approval before delivery to the next approver. You may also need to e-sign the document.
- The document is currently being approved by this person before being sent to the next approver.
- This document has been canceled by this person for changes required, declined offer, or refusal to e-sign.
- This document requires your attention. It has a change request or it has been canceled, and you must take action on it.
- The document has been delivered to the next approver. The next approver's icon is colored grey until they view the document.
- This document has a change request or has been canceled. This person is currently reviewing the document before taking action on it.
- The document has not yet been delivered to or viewed by this person.
- This person has printed the document for wet signing. The document will no longer be in the DocFast delivery process.
- This document has been canceled by the carrier. It will no longer be in the DocFast delivery process.
- This person has been "carbon copied" on this document; they do not need to approve it.
- The document was viewed by an approver who found some thing wrong with it. The document has been sent back for review.

Accessing Document Details from the Dashboard

The dashboard shows a table of alerts with columns: Expiration Date, Carrier, Status, Primary Consumer, and Identification Number. The first row is highlighted with a red circle '1' around the Identification Number 'VB02092102'. A 'Details' pop-up is shown for this row, with a red circle '2' around the 'More Details' button at the bottom.

1. Click the policy's Identification Number to reveal a summary pop-up.
2. Click the "More Details" button to launch Document Details.

The 'Document Details' page provides comprehensive information for policy VB02092102. It includes a 'Document Summary' with common details (Identification Number, Primary Consumer, Delivery Exp. Date, Monthly Premium, Face Amount) and specific details (Agency Code, Agency Name, Agent Name, Duration, Face Amount, Ongoing Premium, Payment Frequency, Payment Method, Primary Insured Name, Effective Date). A 'Status: Received by Agent' section shows a flow diagram from Carrier to Agent to Consumer, with a table listing participants and their roles/statuses. An 'Activity History' section provides a log of recent events.

Name	Role	Status	Action
Agent, Vanessa	Agent	Delivered	Awaiting Signature
Brown, Charlie	Owner-Insured	Not Sent	

Date	Activity History
Feb 18, 2021 12:00:05 AM	Document reminder notification sent to Agent Vanessa Agent at [email]
Feb 10, 2021 10:52:54 AM	Carrier Case Manager Administrator Mona Hubbard sent document notification to Agent Vanessa Agent at [email] for document VB02092102
Feb 10, 2021 10:52:44 AM	Document created

Initial email to agent to begin DocFast process

If Agent approval is required under an agency's workflow preference:

The Agent will receive the email below that the policy is **available to approve** for electronic delivery. Click the "Access the Policy" button to be taken to the Document Details.


[EXTERNAL] New Policy VB03242113 for Peter GHSCA is available for you to approve for elec...

 AIG New Business <AIGSS_NBRush-Escalations@aig.com>
To  Brusseau, Vanessa

Reply Reply All Forward

Wed 3/24/2021 8:53 PM

This message is from an external sender; be cautious with links and attachments.



Dear Vanessa AgentBGA,

Policy VB03242113 for Peter GHSCA requires your approval. This step is required to deliver the policy.

Please click on the link below to view and approve the policy.

[ACCESS THE POLICY](#)

Thank you.



[Privacy Policy](#) | [HIPPA Notification](#)

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If Agent approval is NOT required under an agency's workflow preference:

The Agent will receive the email below noting the policy **has been electronically delivered**. The Agent may still track its progress by clicking the "Access the Policy" button.


[EXTERNAL] New Policy VB03102107 for Peter Piper has been electronically delivered

 AIG New Business <AIGSS_NBRush-Escalations@aig.com>
To  Brusseau, Vanessa

Reply Reply All Forward

Wed 3/10/2021 4:24 PM

This message is from an external sender; be cautious with links and attachments.



Dear Vanessa AgentBGA,

Policy VB03102107 for Peter Piper has been electronically delivered.

The policy does not require your approval. It does, however, require review and eSignature from the Client(s).

We encourage you to track your clients' eDelivery process to ensure fastest inforce placement.

Please click on the link below to view the policy.

[ACCESS THE POLICY](#)

Thank you.

[Privacy Policy](#) | [HIPPA Notification](#)

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Document Details overview

Document Details

New Document Package This is a new document package for your approval.

1 Document Summary

2 Common Details

Identification Number	VB02092102
Primary Consumer	Charlie Brown 78 Rodriguez Ave Badam Dallas, TX 75203
Delivery Expiration Date	March 31, 2021
Monthly Premium	\$237.86
Face Amount	\$5,000,000

3 Status: Received by Agent

Carrier → Agent → Consumer

Name	Role	Status	Action
Agent, Vanessa	Agent	Delivered Awaiting Signature	
Brown, Charlie	Owner-Insured	Not Sent	

4 Activity History

Date	Activity History
Feb 18, 2021 12:00:05 AM	Document reminder notification sent to Agent Vanessa Agent at vanessa.agent22@aig.com
Feb 10, 2021 10:52:54 AM	Carrier Case Manager Administrator Mona Hubbard sent document notification to Agent Vanessa Agent at vanessa.agent22@aig.com for document VB02092102
Feb 10, 2021 10:52:44 AM	Document created

Document Actions

- e-Sign and e-Deliver to Consumer
- Change Request
- Print and Hand Deliver

Specific Details

Agency Code	G5771
Agency Name	Financial Independence Group Inc
Agent Name	Vanessa Agent
Duration	15
Face Amount	5000000.00
Ongoing Premium	237.86
Payment Frequency	Monthly
Payment Method	Bank Draft
Primary Insured Name	Charlie Brown
Effective Date	2021-02-15

The Document Details screen contains:

1. Summary of the eDelivery Case
2. Details for the eDelivery Case
3. Status for each Party
4. Activity History

Actions available on the Document Details screen:

- e-Sign and e-Delivery to Consumer
- Change Request
- Print and Hand Deliver
- Resend (only available *after* initial delivery to client)

Note: Actions are not available if a case is "Read-Only."

Review, approve and deliver policy to client

Begin the review and approval process

The screenshot displays the AIG Agent DocFAST Center interface. At the top, there is a navigation bar with the AIG logo, 'AGENT DOCFAST CENTER', 'My Dashboard', and 'Welcome Vanessa Agent'. Below this is a 'Document Details' section with a 'Download PDF' button and a 'Document Actions' dropdown menu. The dropdown menu is circled in red and contains three options: 'e-Sign and e-Deliver to Consumer', 'Change Request', and 'Print and Hand Deliver'. The main content area is divided into three panels: 'Document Summary', 'Status: Received by Agent', and 'Activity History'.

Document Summary

Common Details	
Identification Number	VB02092102
Primary Consumer	Charlie Brown 78 Rodriguez Ave Badam Dallas, TX 75203
Delivery Expiration Date	March 31, 2021
Monthly Premium	\$237.86
Face Amount	\$5,000,000

Specific Details

Agency Code	G5771
Agency Name	Financial Independence Group Inc
Agent Name	Vanessa Agent
Duration	15
Face Amount	5000000.00
Ongoing Premium	237.86
Payment Frequency	Monthly
Payment Method	Bank Draft
Primary Insured Name	Charlie Brown
Effective Date	2021-02-15

Status: Received by Agent

Carrier → Agent → Consumer

Name	Role	Status	Action
Agent, Vanessa	Agent	Delivered Awaiting Signature	
Brown, Charlie	Owner-Insured	Not Sent	

Activity History

Date	Activity History
Feb 18, 2021 12:00:05 AM	Document reminder notification sent to Agent Vanessa Agent at vanessa.agent22@aig.com
Feb 10, 2021 10:52:54 AM	Carrier Case Manager Administrator Mona Hubbard sent document notification to Agent Vanessa Agent at vanessa.agent22@aig.com for document VB02092102
Feb 10, 2021 10:52:44 AM	Document created

Once in the Document Details screen, click the Document Actions dropdown and choose “e-Sign and e-Deliver to Consumer.”

The client’s document package will be prepared for the user’s review.

Review, approve and deliver policy to client

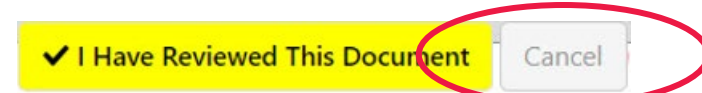
Step 2: Review and approve document package

Review the document package, paying close attention to the Policy Packet and the Addendum (if present). When satisfied, click the “I have Reviewed This Document” yellow button.

The Agent could receive any of the following forms:

- Policy Packet
- Addendum
- Bank Draft (empty)
- Good Health Statement (empty)

If a change is needed to the policy packet, click the GRAY Cancel button to initiate a DocFast Change Request.



Review, approve and deliver policy to client

Step 3: Deliver policy to client

February 18, 2021

February 18, 2021

February 17, 2021

February 17, 2021

February 17, 2021

February 16, 2021

Send Document

OWNER-INSURED

First Name: Bilbo

Last Name: Baggins

E-mail Address: bilbobaggins@yahoo.com

Signing Method: Email

2 Continue Cancel

Delivery Requirements Received

Baggins, Bilbo

VB02162108

After acknowledging all forms in the document package:

1. Verify the customer's email address (it may be changed if necessary)
2. Click the "Continue" button
3. Click the "Send e-mail" button
4. Close the Success Popup

February 18, 2021

February 17, 2021

February 17, 2021

February 17, 2021

February 16, 2021

February 16, 2021

Send e-mail notification for eSignature to individual(s)

From: Vanessa Agent <vanessa.agent22@aig.com>

To: Bilbo Baggins <bilbobaggins@yahoo.com>;

CC:

BCC:

Subject: Your AIG Life Insurance policy is ready for your signature

Attachments

Back Preview Message **3** Send e-mail Cancel

Delivery Requirements Received

Baggins, Bilbo

VB02162108

February 18, 2021

February 18, 2021

February 18, 2021

February 17, 2021

Send Document

Success!

The documents have been sent to the customer(s) for review.

4 Close

Delivery Requirements Received


Baggins, Bilbo

VB02162108

Review, approve and deliver policy to client

Agent reminder email/notification


[EXTERNAL] Reminder: New Policy VB02102103 for Bilgo Baggins requires your approval; Action Required



AIG New Business <AIGSS_NBRush-Escalations@aig.com>
To ● Brusseau, Vanessa

↩ Reply
↩ Reply All
→ Forward
⋮

Thu 2/18/2021 9:08 PM



This message is from an external sender; be cautious with links and attachments.

Dear Vanessa Agent,

This is a reminder to let you know Policy VB02102103 for Bilgo Baggins requires your approval. This step is required to deliver the policy.

Please click on the link below to view and approve the policy.

If there are any questions, please contact our Customer Service team at 800-247-8837 or your agency for further information.

ACCESS THE POLICY

Thank you.

[Privacy Policy](#) | [HIPPA Notification](#)

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- The Agent will receive a reminder after seven days if the policy has not been approved and delivered.

Review, approve and deliver policy to client

Reminder to Agent

The screenshot displays the AIG Agent DocFAST CENTER interface. At the top, there is a navigation bar with the AIG logo, 'AGENT DOCFAST CENTER', 'My Dashboard', and 'Welcome Vanessa Agent'. Below this is a 'Document Details' section with a 'Download PDF' button and a 'Document Actions' dropdown. Two notification banners are visible: 'New Document Package This is a new document package for your approval.' and 'Document Package Reminder Document Reminder'. The main content is divided into two columns. The left column contains a 'Document Summary' section with 'Common Details' and 'Specific Details' sub-sections. The right column contains a 'Status: Received by Agent' section with a flow diagram and a table, and an 'Activity History' section with a table.

Common Details	
Identification Number	VB02102103
Primary Consumer	Bilgo Baggins 78 Rodriguz Ave Badam Dallas, TX 75203
Delivery Expiration Date	March 31, 2021
Monthly Premium	\$2,782.00
Face Amount	\$5,000,000

Specific Details	
Agency Code	G5771
Agency Name	Financial Independence Group Inc
Agent Name	Vanessa Agent
Duration	15
Face Amount	5000000.00
Ongoing Premium	237.86
Payment Frequency	Monthly
Payment Method	Bank Draft
Primary Insured Name	Peter Piper
Effective Date	2021-02-15
Policy Number	VB02102103
Product Name	Select a Term - AGI

Status: Received by Agent			
Name	Role	Status	Action
Agent, Vanessa	Agent	Delivered	Awaiting Signature
Baggins, Bilgo	Owner-Insured	Not Sent	

Date	Activity History
Feb 18, 2021 9:07:43 PM	Document reminder notification sent to Agent Vanessa Agent at vanessa.agent22@aig.com
Feb 11, 2021 4:26:42 PM	Carrier Case Manager Administrator Prem Kumar sent document notification to Agent Vanessa Agent at vanessa.agent22@aig.com for document VB02102103
Feb 11, 2021 4:26:34 PM	Document created

- An additional **RED** Message appears at the top of the Dashboard screen after a reminder email notification is sent to the Agent.
- The Activity History will reflect the document reminder notification was sent.

Change Request

Submitting the request

1. Click the Document Actions dropdown and choose **Change Request**
2. Click the **Reason** dropdown
3. Select the appropriate Reason
4. In **Description**, type in details of the change. This is mandatory and the details will be provided to AIG.
5. Click **Submit**
6. Close the **Success** pop-up

Change Request

Status change in DocFast

AGENT DOCFAST CENTER
My Dashboard Welcome Vanessa Agent

← **Document Details**
Download PDF
Document Actions

Document Summary

Common Details

Identification Number	VB02092101
Primary Consumer	Charlie Brown 78 Rodriguz Ave Badam Dallas, TX 75203
Delivery Expiration Date	March 31, 2021
Monthly Premium	\$237.86
Face Amount	\$5,000,000

Specific Details

Agency Code	G5771
Agency Name	Financial Independence Group Inc
Agent Name	Vanessa Agent
Duration	15
Face Amount	5000000.00
Ongoing Premium	237.86
Payment Frequency	Monthly
Payment Method	Bank Draft
Primary Insured Name	Charlie Brown
Effective Date	2021-02-15
Policy Number	VB02092101
Product Name	Select-a-Term - AGL

Status: Change Requested by Agent

Name	Role	Status	Action
Agent, Vanessa	Agent	✔ Completed	Accepted Signature
Brown, Charlie	Owner-Insured	⚪ Not Sent	

Activity History

Date	Activity History
Feb 18, 2021 9:30:15 AM	Agent Vanessa Agent submitted a change request for document VB02092101: Update to Proposed Insured: New married name is Charlie Brown-Shultz
Feb 18, 2021 12:00:06 AM	Document reminder notification sent to Agent Vanessa Agent at vanessa.agent22@aig.com
Feb 10, 2021 11:50:52 AM	Agent Vanessa Agent e-Signed Document.
Feb 10, 2021 11:48:20 AM	Vanessa Agent viewed new document detail for their approval.
Feb 10, 2021 10:53:35 AM	Carrier Case Manager Administrator Mona Hubbard sent document notification to Agent Vanessa Agent at vanessa.agent22@aig.com for document VB02092101

Show more..

- Once the “Change Request” action is completed, the icon will appear as an **AMBER** silhouette to indicate the case has been paused to await the Change Request fulfillment.
- The Activity History will reflect the Change Request activity along with any descriptive text provided when the request is submitted.

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20

Change Request

Client error message

If a change is requested by any party, the client will not receive an email but they will see the error message below if they try to log in.



This document is currently being reviewed by the insurance company and cannot be viewed and signed. Please contact your insurance agent for more information.

[Trouble logging in?](#)

Resend

Submitting the Resend request in DocFast

Why Resend?

- Client failed login 5 times and was locked out
- Client lost the eDelivery email
- Client email address was incorrect

To Resend:

From the DocFast Dashboard or Policy Details screen:

1. Click the Action button and select “Resend”
2. Change the customer’s email address if needed
3. Click the “Continue” button
4. Click the “Send e-mail” button
5. Close the Success Popup

Resend

Status change in DocFast

The screenshot displays the AIG AGENT DOCFAST CENTER interface. At the top, it says "Welcome Vanessa Agent". The main section is titled "Document Details" and contains three panels:

- Document Summary:**
 - Common Details:**
 - Identification Number: VB02162105
 - Primary Consumer: Bilbo Baggins, 78 Rodriguz Ave, Badam, Dallas, TX 75203, [redacted]@aig.com
 - Delivery Expiration Date: March 31, 2021
 - Annual Premium: \$2,782.00
 - Face Amount: \$5,000,000
 - Specific Details:**
 - Agency Code: G5771
 - Agency Name: Financial Independence Group Inc
 - Agent Name: Vanessa Agent
 - Duration: 15
 - Face Amount: 5000000.00
 - Ongoing Premium: 2782.00
 - Payment Frequency: Annual
 - Payment Method: Bank Draft
 - Primary Insured Name: Bilbo Baggins
 - Effective Date: 2021-02-15
 - Policy Number: VB02162105
 - Product Name: Select-a-Term - AGL
 - State: FL
- Status: Sent to Consumer:**
 - Visual flow: Carrier (green silhouette) → Agent (green silhouette) → Consumer (grey silhouette)
 - Table below:

Name	Role	Status	Action
Agent, Vanessa	Agent	Completed Accepted Signature	
Baggins, Bilbo	Owner-Insured	Received Awaiting Signature	<button>Resend</button>
- Activity History:**

Date	Activity History
Feb 18, 2021 8:27:01 PM	Agent Vanessa Agent sent document to Consumer Bilbo Baggins at vanessa.agent22@aig.com for document VB02162105
Feb 18, 2021 10:32:28 AM	Agent Vanessa Agent sent document to Consumer Bilbo Baggins a. i@gmail.com for document VB02162105
Feb 16, 2021 1:53:18 PM	Consumer Bilbo Baggins completed answering the Good Health Questionnaire questions.
Feb 16, 2021 1:53:06 PM	Consumer Bilbo Baggins sent document notification to Agent Vanessa Agent at vanessa.agent22@aig.com for document VB02162105
Feb 16, 2021 1:53:06 PM	Consumer Baggins, Bilbo has successfully logged into the DocFast portal

- Once the “Resend” action is completed, the icon will be a **GREEN** silhouette to indicate the email notice was re-sent to the client.
- The Activity History will reflect the Resend activity along with the email address used.

Print and Hand-Deliver

Selecting in DocFast

Document Details

Download PDF | Document Actions

- e-Sign and e-Deliver to Consumer
- Change Request
- Print and Hand Deliver**

Document Summary

Common Details

Identification Number	VB02092102
Primary Consumer	Charlie Brown 78 Rodriguez Badam Dallas, TX 75203
Delivery Expiration Date	March 31, 2021
Monthly Premium	\$237.86
Face Amount	\$5,000,000

Specific Details

Agency Code	G5771
Agency Name	Financial Ind
Agent Name	Vanessa Age
Duration	15
Face Amount	5000000.00
Ongoing Premium	237.86
Payment Frequency	Monthly
Payment Method	Bank Draft
Primary Insured Name	Charlie Brown
Effective Date	2021-02-15

Status: Received by Agent

1. Click the Document Actions dropdown and choose “Print and Hand Deliver”
2. Click “OK” button on the Print and Hand Deliver pop-up to continue
3. Click “Close” in the Success pop-up

Print & Hand Deliver

Do you want to print the document for hand delivery? Once the document has been printed, you will no longer be able to electronically sign or electronically deliver the document.

Document signatures have not been received from

- Charlie Brown (Consumer)
- Vanessa Agent (Agent)

OK | Cancel

Print & Hand Deliver

Success!

The documents have been downloaded.

Close

Print and Hand-Deliver Status in DocFast

The screenshot displays the AIG Agent DocFast Center interface. At the top, it says 'AIG AGENT DOCFAST CENTER' and 'Welcome Vanessa Agent'. The main section is titled 'Document Details' and contains three panels:

- Document Summary:**
 - Common Details:**
 - Identification Number: VB02092102
 - Primary Consumer: Charlie Brown, 78 Rodriguez Ave, Badam, Dallas, TX 75203, @agla.com
 - Delivery Expiration Date: March 31, 2021
 - Monthly Premium: \$237.86
 - Face Amount: \$5,000,000
 - Specific Details:**
 - Agency Code: G5771
 - Agency Name: Financial Independence Group Inc
 - Agent Name: Vanessa Agent
 - Duration: 15
 - Face Amount: 5000000.00
 - Ongoing Premium: 237.86
 - Payment Frequency: Monthly
 - Payment Method: Bank Draft
 - Primary Insured Name: Charlie Brown
 - Effective Date: 2021-02-15
 - Policy Number: VB02092102
 - Product Name: Select-a-Term - AGL
- Status: Printed for Paper Delivery by Agent:**
 - Visual flow: Carrier (green) → Agent (red) → Consumer (grey)
 - Table below:

Name	Role	Status	Action
Agent, Vanessa	Agent	Not Sent	
Brown, Charlie	Owner-Insured	Not Sent	
- Activity History:**

Date	Activity History
Feb 18, 2021 9:32:56 AM	Agent Vanessa Agent viewed a copy of the document documents from the DocFast application.
Feb 18, 2021 9:32:54 AM	Agent Vanessa Agent printed document VB02092102 for paper delivery
Feb 18, 2021 9:32:18 AM	Vanessa Agent viewed new document detail for their approval.
Feb 18, 2021 12:00:05 AM	Document reminder notification sent to Agent Vanessa Agent at vanessa.agent22@aig.com
Feb 10, 2021 10:52:54 AM	Carrier Case Manager Administrator Mona Hubbard sent document notification to Agent Vanessa Agent at vanessa.agent22@aig.com for document VB02092102

- Once the “Print and Hand Deliver” action is completed, the icon will change to a **RED** silhouette to indicate the policy is no longer part of the DocFast e-delivery process.
- The Activity History will reflect the review and print activity.

Take approver ownership (Agency Case Manager only)

The Agency Case Manager in a BGA/MGA/Agency may need to take ownership of the document in order to have access to the DocFast Actions on a case. Common examples include:

- AIG did not have information on the Agency Case Manager for the policy, so DocFast assigned it to the default Agency Case Manager.
- All Agency cases are assigned to a Default Agency Case Manager with a shared email box.

Note: As an alternative, the Default Agency Case Manager can also Transfer Approval Ownership to another Agency Case Manager.

General Policies (695)

Last Activity Date ↑	Status ⓘ	Primary Consumer	Identification Number	
April 1, 2021	Sent to Consumer 1 of 2 signatures, 0 issues	Smith, John	VB04010006	Action Take Approver Ownership 1

To take Approver Ownership:

1. Select Action to display and click on “Take Approval Ownership.”
2. Click “OK” to take ownership.
3. Click “Close” in the Success pop-up

Take Approver Ownership

Are you sure you want to take the approver ownership of this document?

2

Take Approver Ownership

Success!

You are now the approver of the documents.

3

eDeliver to Agent from BGA/MGA/Agency (Case Manager/KOP only)

The screenshot shows the IPIPELINE DISTRIBUTOR DocFAST CENTER interface. At the top, there is a navigation bar with 'My Dashboard' and 'Welcome Vanessa DCMA'. Below this is a 'Document Details' section with a 'Download PDF' button and a 'Document Actions' dropdown menu. The dropdown menu is circled in red and contains the following options: 'e-Deliver to Agent', 'Change Request', 'Transfer for Approval', and 'Print and Hand Deliver'. Below the dropdown are two main sections: 'Document Summary' and 'Status: Received by Distributor'.

Document Summary

Common Details

Identification Number	VB03242113
Primary Consumer	Peter GHSCA 78 Rodriguez Ave Badam Dallas, TX 75203 Vanessa.brusseau@agla.com
Delivery Expiration Date	March 30, 2021
Annual Premium	\$2,782.00
Face Amount	\$5,000,000

Specific Details

Agency Code	G5771
Agency Name	Financial Independence Group Inc
Agent Name	Vanessa Agent
Duration	15
Face Amount	5000000.00
Ongoing Premium	2782.00
Payment Frequency	Annual
Payment Method	Bank Draft

Status: Received by Distributor

Carrier → Distributor → Agent → Consumer

Name	Role	Status	Action
AgentBGA, Vanessa	Agent	Not Sent	
GHSCA, Peter	Owner-Insured	Not Sent	

Activity History

Date	Activity History
Mar 24, 2021 8:43:19 PM	Carrier Case Manager Administrator Prem Kumar sent document notification to Distributor Case Manager Administrator Vanessa DCMA at vanessa.brusseau@agla.com for document VB03242113
Mar 24, 2021 8:43:09 PM	Document created

This action is only available to the case manager at the BGA, MGA or agency (the Distributor), as part of the CDAC process.

After the Case Manager at the BGA/MGA/Agency receives notification from AIG that the policy is ready for eDelivery and is ready to send to the Agent, click the Document Actions dropdown and choose **e-Deliver to Agent**.

eDeliver to Agent from BGA/MGA/Agency (cont.) (Agency Case Manager/KOP only)

Document Details

Document Package Expiration: This document package will expire soon if not signed.

Recipients

Agent: Vanessa AgentBGA [Search]

E-mail Address: @ vanessa.agent22@aig.com

CC: @

BCC: @

Sender

From: Vanessa DCMA

Distributor E-mail: vanessa.agent22@aig.com

Email

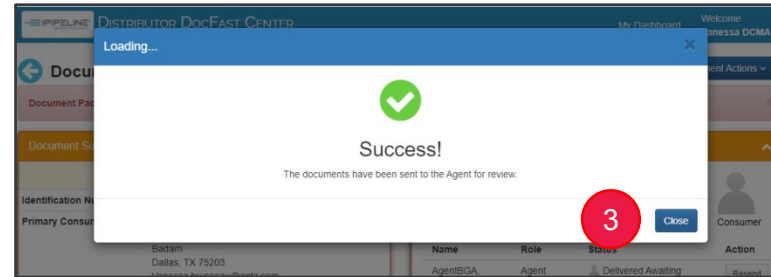
Subject: New Policy VB03242113 for Peter GHSCA is available for you to approve for electronic delivery.

Upload Document

+ Select files to upload

2 [Send Document to Agent] [Cancel]

1. Click the Document Actions dropdown and choose e-Deliver to Agent
2. Confirm email address of Agent and click button “Send Document to Agent”
3. Close the Success popup
4. The Document Details will reflect a **Green Distributor silhouette** indicating the step is complete.



Document Details

Document Package Expiration: This document package will expire soon if not signed.

Document Summary

Common Details

Identification Number: VB03242113

Primary Consumer: Peter GHSCA, 78 Rodriguez Ave, Badam, Dallas, TX 75203, vanessa.agent22@aig.com

Delivery Expiration Date: March 30, 2021

Annual Premium: \$2,782.00

Face Amount: \$5,000,000


Status: Sent

Carrier → Distributor → Agent → Consumer

Name	Role	Status	Action
AgentBGA, Vanessa	Agent	Delivered Awaiting Signature	Resend
GHSCA, Peter	Owner-Insured	Not Sent	

eDeliver to Agent from BGA/MGA/Agency (cont.) (Case Manager/KOP only)


[EXTERNAL] Policy VB03242113 for Peter GHSCA requires your approval; Action Required

 AIG New Business <AIGSS_NBRush-Escalations@aig.com>
To Agent22, Vanessa

Reply Reply All Forward

Wed 3/24/2021 8:43 PM

This message is from an external sender; be cautious with links and attachments.



Dear Vanessa ,

Policy VB03242113 for Peter GHSCA requires your approval. This step is required to deliver the policy.

Please click on the link below to view and approve the policy.

[ACCESS THE POLICY](#)

If there are any questions, please contact your New Business Team for further information.

Thank you.


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If Agent approval is required under an agency's workflow preference, the Agent will receive an email (at left) that the policy is available for approval for electronic delivery. Click the **ACCESS THE POLICY** button to be taken to the Document Details.

If Agent approval is NOT required under the agency's workflow preference, the Agent will receive the email below noting the policy has been electronically delivered. The Agent may still track its progress by clicking the **ACCESS THE POLICY** button.


[EXTERNAL] Policy VB03102107 for Peter Piper is available for your review

 AIG New Business <AIGSS_NBRush-Escalations@aig.com>
To Agent22, Vanessa

Reply Reply All Forward

Wed 3/10/2021 4:24 PM

This message is from an external sender; be cautious with links and attachments.



Dear Vanessa ,

Policy VB03102107 for Peter Piper has been electronically delivered.

The policy does not require your approval. It does, however, require review and eSignature from the Client(s).

We encourage you to track your clients' eDelivery process to ensure fastest inforce placement.

Please click on the link below to view the policy.

[ACCESS THE POLICY](#)

If there are any questions, please contact your New Business Team for further information.

Thank you.

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Additional email notifications – Overview

In addition to the email notifications associated with the DocFast Actions which were shown in the previous section, Agents may receive additional email notifications during the eDelivery process for any of the following scenarios

- Client declines eDelivery of policy
- Client's eDelivery link has expired
- Client fails login
- Policy is approved and signed by client
- AIG cancels eDelivery link for policy

See the following pages for additional details on each email.

Consumer declined eDelivery of policy

- The Agent and all client/customer parties on the case will receive an email when the client declines to complete and sign the packet.

Agent eMail Notice

[EXTERNAL] Consumer Declined eDelivery of Policy VB02162107 for Bilbo Baggins

AIG New Business <AIGSS_NBRush-Escalations@aig.com>
To ● Brusseau, Vanessa

↩ Reply
↩ Reply All
→ Forward
⋮

Mon 3/1/2021 5:01 PM

This message is from an external sender; be cautious with links and attachments.

Dear Vanessa Agent,

This notification is being sent to inform you that the client, Bilbo Baggins, has stopped their ePolicy Delivery eSignature process. The reason Bilbo Baggins stated is:

I was recently diagnosed with Covid

Policy VB02162107 for Bilbo Baggins will remain out of the approval process until the client's concern is addressed and a new link is generated.

If there are any questions, please contact our Customer Service team at 800-247-8837 or your agency for further information.

Regards,
AIG

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Customer(s) eMail Notice

[EXTERNAL] Mister Spock has Declined to Sign Policy VB03082101

AIG Life Insurance <AIGSS_NBRush-Escalation@aig.com>
To ● Brusseau, Vanessa

↩ Reply
↩ Reply All
→ Forward
⋮

Tue 3/23/2021 12:53 PM

This message is from an external sender; be cautious with links and attachments.

Dear Mister Spock,

We are writing to inform you that Mister Spock has declined to sign the Life Insurance Policy and provided the following information:

This is to investigate text sent to Agent VB03082101

Policy VB03082101 for James Kirk will remain out of the approval process until this is addressed.

If there are any questions, please contact your agent for further information.

Sincerely,
AIG

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Policy eDelivery link has expired

The Agent and all client/customer parties on the case will receive an email when the client's link has expired.

Agent eMail Notice

[EXTERNAL] Policy DL1-031021 for Test1 Owner: Policy delivery has Expired

AIG New Business <AIGSS_NBRush-Escalations@aig.com>
To ● Brusseau, Vanessa

Sat 3/13/2021 12:01 AM

i You forwarded this message on 3/13/2021 9:34 AM.

This message is from an external sender; be cautious with links and attachments.

Dear Vanessa DCMA,

This notification is being sent to inform you that policy DL1-031021 for Test1 Owner has passed the delivery date without completion of all e-Signatures and the eSignature link is expired. This means the policy can no longer be delivered or signed.

If you would like to reinstate this ePolicy Delivery link, please contact your New Business Team.

Regards,
AIG

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Customer(s) eMail Notice

[EXTERNAL] Your AIG Life Insurance policy link has Expired

AIG Life Insurance <AIGSS_NBRush-Escalation@aig.com>
To ● Brusseau, Vanessa

Tue 3/23/2021 12:00 AM

This message is from an external sender; be cautious with links and attachments.

The link to your AIG Life Insurance policy 2020082801 has expired because the delivery date has passed without all necessary actions being completed.

If you intend to purchase this coverage, please contact your Agent to re-initiate this policy.

Sincerely,
AIG

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Consumer failed login; Action required

- The Agent will receive an email when the client fails their login after 3 attempts.
- Login errors may result from entering ZIP code, date of birth, and/or last four digits of Social Security number that does not match what's on the application.

Agent eMail Notice


[EXTERNAL] Policy VB02162101 for Peter Piper: Consumer failed login; Action Required



AIG New Business <AIGSS_NBRush-Escalations@aig.com>
To ● Brusseau, Vanessa

Wed 2/24/2021 9:01 PM

This message is from an external sender; be cautious with links and attachments.



Dear Vanessa Agent,

We are writing to inform you that your client, Peter Piper, has failed login validation while attempting to review policy VB02162101 for Peter Piper.

The consumer will be locked out of the DocFast Consumer Portal until you go to your dashboard and select "Resend" from the Action Menu to Peter Piper. This will send a new link to the client, and the old link will be disabled.

If appropriate, please contact Peter Piper at Vanessa.brusseau@agla.com to assist them with their policy.

If there are any questions, please contact our Customer Service team at 800-247-8837 or your agency for further information.

Regards,
AIG

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Policy has been approved and signed by Client

- The Agent will receive an email after each signing party has completed the eDelivery process.
- Client/customer parties on the case will also receive an email notification when their part of e-Delivery is completed. However, they cannot review and print until all parties have completed their part of the process.


Agent eMail Notice

[EXTERNAL] Policy VB03242104 has been approved and signed by Consumer Harold TERMJA...

 AIG New Business <AIGSS_NBRush-Escalations@aig.com>
To  Brusseau, Vanessa

[Reply](#) [Reply All](#) [Forward](#) [More](#)

Wed 3/24/2021 12:14 PM



Dear Vanessa AgentBGA,

We are pleased to inform you that, Harold TERMJANQOL, has approved and eSigned policy VB03242104.

The policy status is now Sent to Consumer.

Here is the status of all policy signers:
 Consumer: SHARON TEST: Delivered Awaiting Signature
 Consumer: Harold TERMJANQOL: Signature Complete

If there are any questions, please contact our Customer Service team at 800-247-8837 or your agency for further information.



To help us improve, please tell us about your AIG eDelivery experience in this quick survey: [Take the Survey](#)

Regards,
AIG

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Customer(s) eMail Notice


[EXTERNAL] Your AIG Life Insurance policy – Thank you confirmation

 AIG Life Insurance <AIGSS_NBRush-Escalation@aig.com>
To  Brusseau, Vanessa

[Reply](#) [Reply All](#) [Forward](#) [More](#)

Wed 3/24/2021 11:08 AM

This message is from an external sender; be cautious with links and attachments.



Dear Harold TERMJANQOL,

Thank you for allowing us to serve you! Your AIG Life Insurance policy VB03242103 will be ready to be issued once all parties complete the eSign ceremonies.

If not previously paid, based on the information provided, your payment of \$11,897.44 will soon be processed.

Your document can be viewed once all parties complete the eSign ceremonies.

[VIEW COMPLETED DOCUMENT](#)

Thank you for choosing AIG for your Life Insurance needs.

Sincerely,
AIG

[Privacy Policy](#) | [HIPPA Notification](#)
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AIG has cancelled eDelivery link for policy

The Agent and all client parties on the case will receive an email notification when the eDelivery process has been cancelled.

Note: This does not mean that the policy or case is cancelled. Only the eDelivery process is cancelled.

Agent eMail Notice

[EXTERNAL] eDelivery Link for Policy VB040100006 for John Smith: Canceled by AIG


 AIG New Business <AIGSS_NBRush-Escalations@aig.com>
 To  Brusseau, Vanessa
Reply Reply All Forward ...
 Thu 4/1/2021 8:03 PM

This message is from an external sender; be cautious with links and attachments.



Dear Vanessa AgentBGA,

This notification is being sent to inform you that the AIG New Business, has canceled the eDelivery link for policy VB040100006 for John Smith.

Policy VB040100006 will be removed from the approval process.

If there are any questions, please contact our Customer Service team at 800-247-8837 or your agency for further information.

Regards,
AIG

[Privacy Policy](#) | [HIPPA Notification](#)

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Customer(s) eMail Notice

[EXTERNAL] Policy VB040100006 for John Smith: Link has been Canceled by AIG


 AIG Life Insurance <AIGSS_NBRush-Escalation@aig.com>
 To  Brusseau, Vanessa
Reply Reply All Forward ...
 Thu 4/1/2021 8:03 PM

This message is from an external sender; be cautious with links and attachments.



Dear John Smith,

The link to the AIG Life Insurance policy VB040100006 for John Smith has been canceled by AIG and removed from the approval process.

If you would like to reinstate this Policy Delivery Link, please contact your agent for further information.

Regards,
AIG

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Questions?

If you have issues with DocFast eDelivery: Call the iPipeline Support Center at 1-800-641-6557, or email support@ipipeline.com.

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Additional resources:

[Client Guide to DocFast eDelivery](#) (approved for sharing with clients)

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