

# NEW BUSINESS UPDATE

## Introducing Enhanced Concierge Service

### *Dedicated Service Specialists for High Premium/High Face Cases*

The insurers of American General Life Companies (American General) announce Enhanced Concierge Service for high premium / high face amount cases.

Effective immediately, all cases with at least \$50,000 of recurring premium or a face amount of \$10 million or more will be assigned a **dedicated** New Business Service Specialist who will oversee and own the case from submission to policy issue, ensuring fast turnaround and superior quality. The Service Specialist will provide frequent, proactive communication, serving as the single liaison between American General and the writing agency's key contact for the case.

The Service Specialist's name also will be posted on eStation for each enhanced Concierge application. See page 2 for a list of New Business Service Specialists and their contact information.

Furthermore, upon submission, the Licensing & Commissions team will review the agent up through the IMO to identify and resolve any licensing, appointment or hierarchy issues.

These enhancements will ensure that high premium / high face amount cases are accorded the meticulous level of service they demand.

As a reminder, American General's existing Concierge Service will continue to be offered to all universal life cases, all cases with a face amount of \$3.5 million or more, all cases with annual premium of \$15,000 or more, and all cases for applicants age 67 and older. These applications will continue to receive expedited processing by the most experienced New Business case managers.

Questions about this bulletin may be directed to the New Business department.

Enhanced  
*Concierge*  
Service



# New Business Service Specialists

**American General** Life Companies

## **Donna Harris**

Team Lead  
donna.h.harris@aglife.com  
800-528-2011, Ext. 48616



## **Korelli Broussard**

Team 9  
korelli.broussard@aglife.com  
800-247-8837, Ext. 8312714



## **Tracey Clark**

Team 7  
tracey.clark@aglife.com  
877-474-9099



## **Susan Dalby**

Team 7  
susan.dalby@aglife.com  
800-528-2011, Ext. 48546



## **Cindy Fickas**

Team 2 and Team FT  
cindy.fickas@aglife.com  
800-528-2011, Ext. 48523



## **Sharonda Gray**

Team 3  
sharonda.gray@aglife.com  
800-247-8837, Ext. 8313571



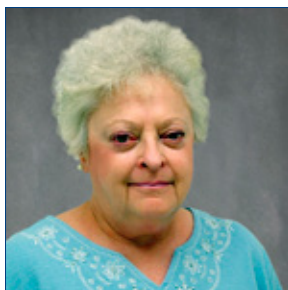
## **Cathy Kane**

Team 12  
catherine.kane@aglife.com  
800-528-2011, Ext. 47978



## **Hope Kratz**

Team 8  
hope.j.kratz@aglife.com  
800-528-2011, Ext. 48684



## **Chanel Yarborough**

Team 10  
chanel.yarborough@aglife.com  
7800-247-8837, Ext. 8312239

