



We are here to make things simpler for you.

With the latest COVID-19 social distancing recommendations, we have several processes and resources in place to help support your business needs.

### New business

- In place of a wet signature, we will accept **electronic signatures on all new business paperwork** signed through DocuSign or other approved vendors. Note for transfers/exchanges, you should confirm the current carrier will also allow electronic signatures.
- In addition to electronic submission, we are accepting applications by **fax and email**. You may email them to [bankfax@gaig.com](mailto:bankfax@gaig.com) or fax them to 877-731-3920.
- You may submit **pictures** of applications, as long as they are clear. Unclear pictures may result in processing delays.
- During this time, we will take **Not In Good Order (NIGO) corrections over the phone** on a recorded line. Note some corrections may require confirmation from the client on a recorded line. All corrections will be documented in the policy notes on our secured website.
- As always, please make sure these options are approved by your firm.

### Existing contract owners

- We will accept **electronic signatures on all policy servicing forms** signed through DocuSign or other approved vendors. This includes forms to request a loan, withdrawal, allocation changes and more.
- We are accepting forms by **fax, email and pictures**. You may email them to [AnnuityGroupProcessing@gaig.com](mailto:AnnuityGroupProcessing@gaig.com) or fax them to 800-482-8126.

- Please remember, clients can change fixed-indexed annuity allocations and request **withdrawals of up to \$25,000 over the phone or online**. This functionality is available for most non-qualified and IRA contracts.

## Technology to manage your business

- Track and manage your business **24/7** through our secured website.
- Find **real-time updates** for new business and visit **My Inbox** to find NIGO notifications, FIA renewals and more.
- Use our **advanced digital integration** capabilities to further streamline your business.

## Here for you

Rest assured you can continue to reach our Sales and Operations teams during normal business hours.

We are following CDC guidelines and encouraging employees to follow our work-from-home procedures. These procedures have been well-established over the years to ensure you continue receiving the same level of support in any environment.

Please contact your Great American Sales Team with any questions or if there's anything more we can do to ease your business needs during this unprecedented time.

Thank you for choosing Great American.



It pays to keep things simple.®

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