AIG Financial Distributors University

Introducing Your Career Campus!

AIG Partners Group
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Our Vision Statement
To be the recognized industry leader in learning and development for financial services professionals.

Our Mission Statement
To provide financial services professionals with performance-based training and development as required to be the premiere provider of protection, investment and income solutions needed for financial and retirement security.

Our Guiding Principles
- Back to the basics
- High activity sales organization
- One size does not fit all
- Lead people, and manage systems
- Pilot, test, evaluate, and revise
- Learner accountability
- Candor
- The genius is getting it used
Meet the Financial Distributors University Team

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Introducing Your Career Campus!

Career Campus is our online repository of training and information, with 24/7 availability at your fingertips. It’s truly a one-stop shopping location for your training needs where you’ll find helpful product information and certification courses.

You’ll also find effective sales process demonstrations, skills building, tutorials guiding you through the quick and efficient eApplication process, plus a Media Room that is full of consumer and training videos – anytime you need them.

These engaging online learning modules help you understand what we have to offer, how our products work, how to position them, how to conduct a needs analysis, how best to sell to those identified needs, and then how to submit your new business.

Accessing Career Campus is easy and secure using single sign on from eStation, which serves as your Producer Business Resource Center.

In the event you do need help, contact our support center toll free at 1-877-330-1193 Monday through Friday, 7:00 a.m. to 7:00 p.m. central time.
Career Campus Course Guide for AIG Partners Group

Product Training Courses

**Accelerated Benefit Rider (ABR) Training and Certification**

1 1/2 hours

Learn about the features and benefits of Quality of Life...Insurance with innovative coverage that can help in case of a critical, chronic or terminal illness.

This course is required certification training prior to discussing the Accelerated Benefit Rider (ABR) with clients. You’ll gain a better understanding of the concept behind this differentiated, affordable product, ways to discuss this with your clients, and how it works.

California producers have a version of this course that is customized for their state.

**QoL Index Plus II Training**

1 hour

Participants will see examples showing how QoL Index Plus II offers our clients protection, the potential for attractive cash accumulation, plus distinctive living benefits.

The course also reviews how the policy provides market, interest and index-linked performance for your clients.

Producers can take the course version that is applicable for their state(s).

“This course was very helpful for me to understand more about living benefits and I highly recommend this course. Thank you!”

November 14, 2014

**QoL Performer Plus Product Training**

30 minutes

This course covers QoL Performer Plus, which is designed primarily for younger, less established consumers who want affordable, flexible universal life insurance protection with living benefits in one cost-efficient policy.

In addition, the course explores options and advantages that can be used throughout your clients’ lifetime, while taking advantage of lower premiums, volume discounts and other fee reductions.

**QoL Guarantee Plus**

30 minutes

Established “Baby Boomers” (ages 48-65) that have funded their retirement and 401K’s may appreciate the attractiveness of an affordable premium and guaranteed death benefit life insurance offered by QoL Guarantee Plus.

This course examines policy features including the Continuation Guarantee Benefit, Surrenders and Policy Loans, Customer Friendly Processing, Transfers, the Application process, and Reinstatements.
QoL Flex Term
15 minutes
QoL Flex Term offers customers the ability to affordably address multiple needs using a modern, competitively priced term life insurance product.

During this course, you will be introduced to a hypothetical couple, Tony and Sarah, who just purchased a home and have a baby girl.

QoL Advantage
15 minutes
This course will help you better understand QoL Advantage, our premium discount program that utilizes a bundling method to offer our customers attractive fee reductions and premium discounts for multiple policies.

It’s our way of flexibly helping to meet our customers identified life insurance needs, whatever they may be.

CustomerChoice Lifestyle Income Rider
30 minutes
Learn about this rider which was developed to help Americans preserve their standard of living. It provides the option to receive a living benefit to help supplement retirement income and protect against outliving one’s retirement income.

“The course was fantastic and informative. I will continue referring to it, to further enhance my knowledge on this product.”

January 22, 2015

Fixed Annuity/SPIA/DIA Certification
15 minutes
This course is required in order to market and sell American General Life Annuities.

Containing a series of product snapshots, this course covers premium amounts, income payment options, issue ages, death benefit, as well as source of funds and 1035 exchanges.

Additional topics covered are free look period, rate lock, guarantees, withdrawals, charges and fees.

Index Annuity Training and Certification
15 minutes
This course is also required in order to market and sell American General Life Annuities.

Participants are exposed to basic product specifications such as issue ages, premium and withdrawal amounts, and policy charges and fees.

This course continues with a review of interest crediting strategies, types of indices, free withdrawal provision, market value adjustment, riders, income plan, and death benefits.
eApplication Tutorials

eApplication Tutorial - Starting a New Case
15 minutes
This is the first in a series of tutorials designed to walk you through the eApplication process to help you submit your new business cases faster and to assure quicker issue of new policies!

Beginning the eApplication
10 minutes
In this tutorial you will see the eApplication screens start building right before your eyes, which will help you submit applications in good order!

eApplication Benefits and Riders
10 minutes
Follow the example in this tutorial which covers the Benefits and Riders section of the eApplication.

eApplication Tutorial - Underwriting
15 minutes
Learn more about the importance of accurate underwriting and the steps in the eApplication process.

eApplication Tutorial - Payment
15 minutes
This tutorial overviews the Payment section of the eApplication, using the ABC payment method as example.

“I’m truly impressed about the course. It will be a great help when I meet with prospective clients.”
March 7, 2015

eApplication Tutorial - eSignature Face to Face
15 minutes
Participants will see the eSignature face-to-face method: how to get your applicants’ electronic signatures quickly, easily, and most importantly, compliantly.

eApplication Tutorial - Other Signature Methods
15 minutes
This tutorial explains the eSignature via email method, a combination of eSignature methods, and the wet signature method.

eApplication Tutorial - eApps and Advantage Discount Program
15 minutes
The focus of this tutorial is navigating the eApplication screens in order to incorporate the Advantage discount product solution into the eApplication.

Our bundled solution with the Advantage Discount Program offers lower premiums, volume discounts, fee reductions, and additional interest crediting on qualifying policies.
Additional Topics

Consultative Selling
30 minutes
This course is where the “rubber meets the road” and shows key strategies in setting the appointment, conducting the interview, identifying the client’s needs, and presenting a product solution to help address those needs.

AG Quick Ticket Tutorial
15 minutes
This tutorial describes Quick Ticket and demonstrates how it can improve your workflow. It also has helpful, downloadable guides for your reference.

UL/IUL Annual Statement Review
40 minutes
Understanding the Annual Statement is an important part of your efforts to strengthen relationships with your customers, improve policy persistency, and lead to future sales.

This course will help prepare you for discussing the Annual Statement with your customer.

“I gained a lot of useful information that will help me be a better service to my clients.”

February 4, 2015

Elective Courses: Sales Skills

Closing and Handling Objections
20 minutes
Effective closing skills and handling objections are vital to your success. With video demonstrations, this course explores recognizing buying signals, reviewing effective closing techniques, and categorizing the major types of objections for a successful outcome.

Concept Sales for Small Business: Buy/Sell Funding
15 minutes
This course introduces Buy / Sell Funding as an effective business continuation approach to ensure the future of a business in the event an owner dies prematurely.

After completing this course, you will be better prepared to speak with business owners about using a Buy / Sell agreement as part of their business continuation planning.

Concept Sales for Small Business: Key Person
15 minutes
Companies often have “key employees” who make significant contributions to the business on a regular basis. The loss of a key person can mean lower revenues, interruptions in services or operations, and additional costs to recruit and hire a replacement.

This course examines the use of Key Person insurance in providing companies a way to manage the loss of a key employee and maintaining business continuity.
Retention and succession planning are two critical issues business owners face every day. In a highly competitive marketplace, employers look for ways to retain the leadership and knowledge they’ve worked so hard to hire.

An Executive Bonus plan is an effective way to build employee loyalty and long term commitment to the business. In this course, you will also learn how to help business owners give themselves an Executive Bonus.

Elective Courses: Help and Support

Launching a Course from the Core Track

This tutorial explains the “My Training” tab in Career Campus, and shows how easy it is to launch a course from your learning track.

Using the Catalog to Assign Electives

This tutorial guides you through the Catalog in Career Campus to assign yourself elective courses.

“It was very easy for me to understand the materials, this training definitely helped me better understand the products and ways to explain it to my clients. Thank you.”

June 13, 2014

Register for State Annuity Certification

This tutorial shows how to upload an electronic copy of the course certificate into Career Campus.

The State Annuity Certification can be completed on Career Campus! Follow this tutorial to register for State Annuity Certification and meet this requirement.

The tutorial includes key things to know about the registration process and a demonstration of the steps.
Elective Courses: Marketing

Unit 1: Introduction to Small Business Solutions
30 minutes
This course introduces the Small Business Solutions approach to prospecting and selling in the small business arena.

After exploring our target market and why this method is effective, you’ll hear insights from experienced producers who have been successful with this approach.

Unit 2: The Employer Presentation
30 minutes
This course reveals strategies for approaching decision-makers in our small business marketplace, including effective methods of dealing with “gatekeepers.”

The “why” behind the Employer Presentation itself is also discussed, along with an explanation of other tools that are provided for you. Experienced producers will share their tips with you.

Unit 3: Planning the Employee Seminar
30 minutes
This course examines the detailed preparations needed to get your seminar ready for the Big Day, with input from experienced producers to help you on your way.

Unit 4: The Employee Seminar
45 minutes
This course guides you through the Employee Seminar -- and explains the purpose and goal of each topic.

It also discusses the keys to being a confident and competent presenter and lists common pitfalls to avoid. If you practice what you learn here, you’ll be setting fact-finding appointments in no time.

“Job well done – This is one of the best studies I have taken.”
March 11, 2015

Elective Courses: Other Topics

Future Achiever Annuity Certification
15 minutes
This course details the product information on the Future Income Achiever Annuity. In order to be able to sell this product, you must first complete this training.

“Excellent Training modules...The best I have seen. Thanks!”
January 7, 2015