



# Navigating the New Normal

## Running a Virtual Office

**Letter from Mark Peterson**

Mark Peterson  
VP and Chief Distribution Officer  
AIG Distribution  
AIG Financial Distributors

**Navigating the New Normal**  
Running a Virtual Office

**Background:** As a result of the COVID-19 pandemic, many workers must transition to working remotely, including you, our distribution partners. AIG has strong business continuity plans in place designed to so that we can provide uninterrupted service to these customers. Especially at this challenging time, AIG remains committed to helping our distribution partners serve their clients and grow their business. Therefore, we want to share resources and best practices related to working remotely that will help you make this transition. We would like to share these resources with you to help better ensure success as we navigate and adjust to new ways of working.

**Outline of Resources:**

- Letter from Mark Peterson
- Tips to Survive and Thrive Working from Home
- Managing Remote Employees Tips
- An Overview and How-To Guide of Video Conferencing Platforms
- Over-the-Phone and Virtual Selling Scripts and Suggestions
- Remote Business Processing FAQs
- Effective Virtual Sales Support Tools

### Letter from Mark Peterson

**Tips to Survive and Thrive Working from Home during the COVID-19 Pandemic**

Businesses are being hit for general. At times, we must face the fact that we have to adapt to break our routine. Despite our routine, relationships with customers, they require us to stay and actively contribute to our customers' needs. We must be ready to adapt to the new normal.

Work in perhaps the most defining routine in an adult's daily life. The COVID-19 pandemic has introduced unprecedented disruption and uncertainty into our lives by forcing countless employees to transition from home. As a result, many of the resources from home, new business that exists in our industry and previously unmet needs must be addressed.

Here are tips for working well at home:

**Set a Daily Schedule.** Don't let your alarm clock. You may not be commuting but maintaining a routine schedule is key. Get up at your "regular" time. Establish the day, beginning and ending the day just as you might when going to work. Eating and keeping a schedule contributes to a sense of order, normalcy, and personal control when managing uncertainty. Let others at home know your schedule so they understand that days at home are not an indication of a vacation. Discuss with members of your household your new schedule.

Establish your own hours of the day you are not likely to be available even if plans might "change" your schedule your schedule on its hours so that it remains understandable that even though you are at home, you are not at work.

**Maintain Your Personal & Professional Self.** Maintaining a routine of personal care is not just about physical health. It is about creating a structure that gives you a sense of control in a time of uncertainty. Get up, make your bed and get dressed as if you normally would for work. Be intentional about your routine, including how you are working. Treat your family member at work in your complete uniform representing your professional self. Dressing appropriately is not for appearances on Zoom, but to remind yourself that you have obligations to achieve that day.

**Define a Work Space.** Working at home does not mean that you should allow your home to be your office. It is about creating a structure that gives you a sense of control in a time of uncertainty. Get up, make your bed and get dressed as if you normally would for work. Be intentional about your routine, including how you are working. Treat your family member at work in your complete uniform representing your professional self. Dressing appropriately is not for appearances on Zoom, but to remind yourself that you have obligations to achieve that day.

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Markson, A. (2020). The self and mechanisms of agency. *Psychological perspectives on the self*, 13, 1-30.

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### Tips to Survive and Thrive Working from Home

#### ▶ 17-Minute Video

**Remote Business Processing FAQs**

Many AIG & AIG partners are working well at home during this challenging time and continue to provide excellent customer service. We are providing you with the necessary tools and resources to ensure your success. For example, AIG has AIG Quick Ticket, a new tool that allows you to process transactions from your home. This tool is available to you and your team. The resources and services we provide are meant to be a guide for your home as you work your business through processing transactions in this new environment. These are remote services that are available to you and your team. We are committed to your success and will continue to provide you with the necessary tools and resources to ensure your success. For example, AIG has AIG Quick Ticket, a new tool that allows you to process transactions from your home. This tool is available to you and your team. The resources and services we provide are meant to be a guide for your home as you work your business through processing transactions in this new environment. These are remote services that are available to you and your team. We are committed to your success and will continue to provide you with the necessary tools and resources to ensure your success.

**Sample Frequently Asked Questions:**  
Submitting, Tracking and Delivering a Case

Q: What are my options for submitting a case if I can't see my client face to face?  
A: The face to face requirement can be satisfied by using iShare, FaceTime, Zoom or any other video conference application.

Q: What electronic options exist if I don't want to take a paper application?  
A: Some options have been approved for use. For example, AIG has AIG Quick Ticket, a new tool that allows you to process transactions from your home. This tool is available to you and your team. The resources and services we provide are meant to be a guide for your home as you work your business through processing transactions in this new environment. These are remote services that are available to you and your team. We are committed to your success and will continue to provide you with the necessary tools and resources to ensure your success.

There is also a user friendly guide:  
• [How to Submit a Case to AIG](#)  
You may also be interested in using iShare. Many carriers leverage iShare to deliver electronic applications. Before you will find how to get started for two platforms - iShare and iShare.  
• [How to Submit a Case to AIG](#)  
• [How to Submit a Case to AIG](#)  
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Q: How do I check status of my case submission if my office is shut down due to Coronavirus?  
A: When our agents are unable to access your case, we will still track it. You will still receive updates on the status of your case. You can also check the status of your case in our new business portal. You can also check status in iShare. Before you will find how to get started for two platforms - iShare and iShare.  
• [How to Submit a Case to AIG](#)  
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### Remote Business Processing FAQs

**Managing Remote Employees**

March 19, 2020

### Managing Remote Employees Tips

#### ▶ 16-Minute Video

**Video Conferencing Technology Overview**

March 2020

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### Overview and How-To-Guide of Video Conferencing Platforms

#### ▶ 17-Minute Video

**Finding Success with Online and Over-the-Phone Selling**

March 18, 2020

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### Over-the-Phone and Virtual Selling Scripts and Suggestions

#### ▶ 20-Minute Video

**Effective Virtual Sales Support Tools**

March 2020

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### Effective Virtual Sales Support Tools

Policies issued by American General Life Insurance Company (AGL), Houston, TX except in New York, where issued by The United States Life Insurance Company in the City of New York (US Life). Issuing companies AGL and US Life are responsible for financial obligations of insurance products and are members of American International Group, Inc. (AIG). Guarantees are backed by the claims-paying ability of the issuing insurance company. Products may not be available in all states and product features may vary by state. Please refer to your policy.

