

# TECHNOLOGY UPDATE

**Accessible. Accountable. Aligned.**  
American General's Service Promise

## **ePayments now available via ePolicy Delivery**

*Put policies in force quicker and get paid faster!*

The insurers of American General Life Companies (American General) proudly announce the addition of ePayments to our ePolicy Delivery service. ePayments are a convenient, easy way to put policies in force faster, leading to quicker commissions for agents. In addition, based on user feedback, we have added a new function to eBilling and made numerous enhancements to the ePolicy Delivery process.

### **ePayments through ePolicy Delivery**

- Through ePolicy Delivery, customers can now pay their initial premium payment online electronically
  - Payment can be made via a real-time credit card payment or a bank draft authorization, designating the day the payment will be made (immediate or future)
- Customers also can set up electronic funds transfer (EFT) for future payments

### **eBilling Addition**

- At the end of the ePolicy Delivery process, customers also will be offered the opportunity to sign up for eBill, a process through which future payments can be made via the convenience of eService.

### **ePolicy Enhancements**

- We have reduced the number of screens, eliminating unnecessary clicks and other barriers identified by users
- Elimination of "pop-up" windows and screens within the ePolicy Delivery process that have proven to be cumbersome to the user
- Modifications have been made to incorporate an identifiable and consistent look and feel for the ePolicy Delivery process
- Additional helpful instructions have been added throughout the process to guide customers to easy completion

The addition of ePayments to ePolicy Delivery as well as our new functional enhancements further demonstrate American General's commitment to fulfilling our Service Promise: Accessible, Accountable, Aligned. We want to become your carrier of choice by making it easy to do business.

To learn more or to sign up for ePolicy Delivery, contact us by email at [eSubmission.Requests@aglife.com](mailto:eSubmission.Requests@aglife.com)