



# Navigating the New Normal

## Running a Virtual Office

**Letter from Mark Peterson**

Mark Peterson  
VP and Chief Distribution Officer  
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 actually contribute to the overall health of our business. We must 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, this resource from home, new business that affects the way we work and how we live. This resource may be valuable.

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 lack of motivation. Discuss with members of your household your new schedule.

Establish your own hours of work. You are not likely to be available even to phone right... usually you have your own hours to work. You may not have the same level of control over your work as you do when you are in the office. You may not have the same level of control over your work as you do when you are in the office. You may not have the same level of control over your work as you do when you are in the office.

**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 and prepared as you normally would for work. Be intentional about your routine, including your work, your family, and your personal life. You may not have the same level of control over your work as you do when you are in the office. You may not have the same level of control over your work as you do when you are in the office.

**Define a Workspace.** Working at home does not mean that you should allow your home to become your office. Take up the kitchen table with your projects, pulling your work at the corner of the table. Physical space, and the professional space necessary to have a videoconference, a laptop, phone and a laptop and papers may be at a desk at home. Having a workspace that is not for work is important. Your office at home may be a corner, a side table, or for example, a desk.

Marketers, A. (2020). The self and mediators of agency. *Psychological perspectives on the self*, 13, 3-38.

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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 and to us during this challenging time and continue to be supported by various technology and the new reality of remote working, and solutions to assist you in your work. The purpose of this document is to provide you with information on how to use our remote business processing tools and services. This document is intended to provide you with information on how to use our remote business processing tools and services. This document is intended to provide you with information on how to use our remote business processing tools and services.

**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 implemented to assist you in your work. For example, AIG has AIG Quick Ticket, which allows you to submit a case online. In addition, there are electronic "how-to" guides that get you comfortable using these applications. AIG provides a quick reference guide for AIG Quick Ticket.

There is also a user friendly guide:  
• [How to Submit a Case Online](#)  
• [How to Track a Case Online](#)  
• [How to Deliver a Case Online](#)

You may also be interested in using iShare. Many carriers leverage iShare to deliver electronic applications. Before you will find "how-to" guides for two platforms - iShare and iShare.

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 reach your office, we will use our tools to check. You will also receive updates from our system. We will use our tools to check. You will also receive updates from our system. We will use our tools to check. You will also receive updates from our system.

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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

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

#### ▶ 17-Minute Video

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

March 18, 2020

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

#### ▶ 20-Minute Video

**Effective Virtual Sales Support Tools**

March 2020

### Effective Virtual Sales Support Tools

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