

## Policyholders Can Request Own Lab Results

Beginning August 2, 2004, AIG Life Brokerage will offer all new life policyholders the opportunity to request copies of their lab results directly from the lab, eliminating the need to involve the agent in the request. Here's how it works.

AIG Life Brokerage will include a response card in each newly issued life policy. To obtain a copy of his/her lab results, the policyholder simply needs to complete and mail the pre-addressed, postage-paid card. The lab will then send the results directly to the policyholder.

Please note that with the implementation of the new response cards, you no longer need to submit a signed authorization for an applicant to obtain a copy of lab results.

### FAQ

#### What if the client loses their card, but still wants to request their results?

They will need to go to their agent, who can contact us via their upline. We'll order the results from the lab, and have them sent to the client.

#### What is sent to the applicant?

The lab will send a personalized summary of the most recent copy of lab results to the client.

#### How much does this cost?

There is no cost to the client or agent for this service.

#### How long does it take to receive results?

Allow two to four weeks for delivery.