



## American General Product Training

**\*\*Effective January 26 2016, ALL agents**, including those who have previously taken our Index Annuity product training must take our new product training that contains important information about these two new index crediting strategies (Power 7 & 10 Protector and Protector Plus Income) and the new index they utilize.

PLEASE NOTE: Annuity product training must be completed prior to writing business in ALL states or applications will need to be re-dated. This training can be completed prior to being contracted with American General.

Below are the carrier's online training instructions. In addition to any carrier product training requirements, please be sure before you take any applications in any NAIC state that you are also compliant with the states hourly NAIC requirement. You may go to <https://www.reged.com/annuities-training-platform/> to view the state requirements and complete approved courses. **Note: American General requires that you complete their online product training (required for ALL states regardless of the NAIC requirements.)**

- **Product Training-** Go to: <https://learn.questce.com/naicsuitability/> to complete necessary training.
  - **Returning Users-** Log-in to your existing account (top right-hand corner of the website.)
    - Adding Course(s): Once you have logged-in to your account, you may start or continue any course that was previously added to your **'user dashboard'**. If you are looking to access a new product training course that is not already listed on your **'user dashboard'**, click **'Add Product Specific'** from the menu options on the left-hand side of the page. View the list of available product specific training courses and check the appropriate box to add the training to your **'user dashboard.'** **Note:** If you click the **'Add Product Specific'** tab and DO NOT see the product training course that you are looking for, you may need to return to your **'user dashboard'** to verify your appointments- ensure that AIG Annuities is listed and your Broker Dealer is set to **'Independent (Unaffiliated)'**.
    - Accessing and Completing Training: Once a course is added to your **'user dashboard'** click **'Start'** to access and complete the selected training. Once you have proceeded through all the course content slides, click **'Begin'** (located under **'Exam'**) and then **'Start Exam'** to

answer a one-question attestation or work through a multiple-choice exam to mark the course fully complete. Quest will notify American General of the course completion.

- **New Users:** Click **'Register Now'** or click the blue producer registration icon located on the center of the Quest webpage to create an account. Enter the required information and click **'Register'** to proceed.
  - Registration Step 1: Follow the directions on the next page to select the state specific NAIC annuity suitability training. If you are only taking the product specific training (no state annuity training), you may select **'Skip Step 1'** and bypass the state annuity course selection.
  - Registration Step 2: Select **'Independent (Unaffiliated)'** from the drop-down list, select the carrier(s) that you have an active appointment with, including AIG Annuities. Once you have selected the appropriate carrier(s), click **'Continue'** to proceed.
  - Check the boxes to select the appropriate product specific training courses for American General/United States Life to add the desired courses to your account. Once complete, click **'Select Courses'** to proceed your user dashboard. After answering profile security questions, you will be taken to your account dashboard. The product specific training course(s) you have selected, as well as any state annuity training course(s) that were selected during the registration process will now be available. Click **'Start'** to access and work through the content portion of each applicable course.
  - Exam/Attestation: Once you have completed all content slides for a specific course, click **'Begin'** (located under exam) and complete the course attestation/exam. Click **'Start Exam'** to answer a one-question attestation or complete a multiple-choice exam to mark the course fully complete. (Note: exams will remain locked until you complete the content portion of the course.)

**Power Index 7 NY Training:** <http://www.brainshark.com/valic/vu?pi=zGZz6yPcWzhaMz0>

**Please call Quest at 877.593.3366 if you experience technical problems with their website.**

Please print the completion certificate and return to our Licensing & Contracting Department at [licensing@3d advisorsinc.com](mailto:licensing@3d advisorsinc.com) or fax to 586.580.8586.