



**Mark Peterson**  
EVP and Chief Distribution Officer  
Life Distribution  
AIG Financial Distributors

**While much has changed, much remains the same.** Protecting against life's uncertainties remains at the heart of what we do in the life insurance business. As consumers face uncertainty, together we can help provide the peace of mind that comes with a solid protection foundation.

**We're all in this together.** And we want to help you navigate the changes and challenges that can come from working and managing a team remotely. That's why we have pulled together [these resources](#) to help you and your team work from home while still collaborating effectively, serving your clients and growing your business.

In this uncertain time, you can be certain that we remain here to serve you. Wishing you and your family good health.

Sincerely,

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### **Outline of Resources on Navigating the New Normal playbook**

- Letter from Mark Peterson
- Tips to Survive and Thrive Working from Home
- Managing Remote Employees Tips
- Video Conferencing Platforms
- Over-the-Phone Selling Scripts and tips
- Remote Business Processing FAQs
- Virtual Sales Support Tools

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