

QUEST CE

Notice for training

- States that require Fixed and Income training are: AK, CA, CO, CT, DC, FL, HI, ID, IL, IN, IA, KS, KY, LA, MD, MI, MN, MS, NE, NH, NJ, NY, ND, OH, OK, OR, RI, SC, SD, TX, UT, WA, WV, WI, WY.*
- Fixed and income training is located under course title: "Fixed and Income Product-Specific Training" (formerly Horizon Fixed Annuity series).

General NAIC student directions:

- NAIC login directions for reps accessing Product Training and /or NAIC State Annuity Training.
- These individuals will be taken through a three-step registration process if they are creating a new account.
- Reps should be directed to: <https://learn.questce.com/naicsuitability/>.

For returning students (with an existing account)

1. On your Internet browser, go to <https://learn.questce.com/naicsuitability/>.

The screenshot shows the Quest CE website interface. At the top, the navigation bar includes 'QUEST CE THE NEXT GENERATION OF COMPLIANCE TRAINING SOLUTIONS'. On the left, there is a 'Producer Login' section with fields for 'Social Security Number' and 'Last Name (lower case)', and a 'Sign In' button. Below this are links for 'Register', 'State Regulations', and 'Support'. A 'GET STARTED IN 3 STEPS' guide is also visible, listing: 1. Login or Register, 2. Add your State Training, and 3. Select your Broker Dealer and assign your carrier / product courses. The main content area features a large banner for '20% OFF ADDITIONAL CE NEEDS OFFERED EXCLUSIVELY TO NAIC SUITABILITY PARTNERS'. Below the banner is a 'Welcome to Quest CE's NAIC Annuity Training Portal' section, followed by 'The Power of Reciprocity' and 'Regulations by State' sections. On the right side, there is a 'I'm Online. Talk to Me Live.' chat button and a 'Participating Global Carriers' list including American General Life Insurance Company, Ameriprise Financial, The Ayco Company, Commonwealth Annuity, First SunAmerica Life Insurance Company, Genworth Financial, Hartford Fire Insurance Company, John Hancock Life Insurance Company, and John Hancock Life Insurance Company of New York.

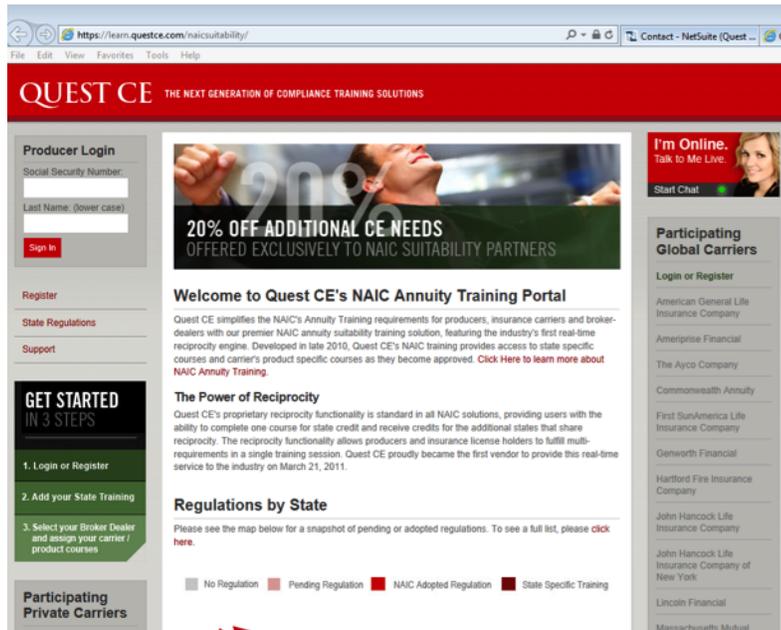
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Not a deposit | Not insured by any federal government agency | May lose value | No bank or credit union guarantee | Not FDIC/NCUA/NCUSIF insured

2. If you are returning to the site and have an existing account: Log in to your existing account with your **SSN and last name** (lowercase).
3. Once logged in, you are able to begin any course previously added into your account.
4. To add new Product Specific Training into your existing account:
 - If you are looking to access a new product training course that is not already listed on your student dashboard (homepage), click **Add Product Specific** from the menu options on the left. View the list of available product specific training courses. Check the box to select and add a product specific training course to your student dashboard.
5. **Please Note:** If you click the **Add Product Specific Tab** and do not see the **Product Training** course you are looking for, simply return to your student dashboard page to verify that your **Carrier(s)** and **Broker Dealer** are properly selected in your account.
 - First ensure you have the appropriate Carrier(s) added to your account through the **Manage Appointments** Tab on the side menu.
 - Also verify that you have the appropriate Broker Dealer selected within your account settings through the **Broker Dealer** Tab.
 - If you have the appropriate Carrier(s) and Broker Dealer setting in your account, the proper Product training courses will be available to you within the **Add Product Specific** Tab.
6. Once a course is added to your student dashboard page (homepage), click **Start** to access and work through the content portion of the course.
7. Once you have proceeded through all of the course content slides, click **Begin** (Located under Exam) to open the course attestation or multiple choice exam.
8. Click **Start Exam** to answer a one-question attestation or multiple choice exam to mark the course fully Complete.
 - Your Carrier(s) will be notified of any respective course completion(s) once the course status is 'Complete'.

New students: Registering/Creating a new account

1. On your Internet browser, go to <https://learn.questce.com/naicsuitability/>.



2. Click **Register** to create your account.

3. Enter your information into the required fields to create your account. Click **Register** to proceed.

— Note: If the NPN and CRD fields are not applicable to you, you can enter a 0 to proceed.

— (Sample view of the fields filled out)

QUEST CE THE NEXT GENERATION OF COMPLIANCE TRAINING SOLUTIONS

Home

NAIC Suitability Training Registration

* Complete all required fields to create your account

Personal Information	
Name of your Business / Company	Test Company
* First Name	MacKenzie
* Last Name	nold * Must be lower case
* Email	mnold@questce.com
* Phone	(414) 375-1234

Identification	
* Social Security Number	888-88-9999
* National Producer Number	0 * Click here to lookup your NPN
* CRD Number	0 * Click here to lookup your CRD Number

register

4. You will be taken through a three-step registration process in order to begin your training. Click **Continue to Step 1**.

QUEST CE THE NEXT GENERATION OF COMPLIANCE TRAINING SOLUTIONS

Logout

Welcome MacKenzie nold

Please read the registration instructions below.

NAIC Suitability Training

You will be taken through a 3 step process in order to begin your training.

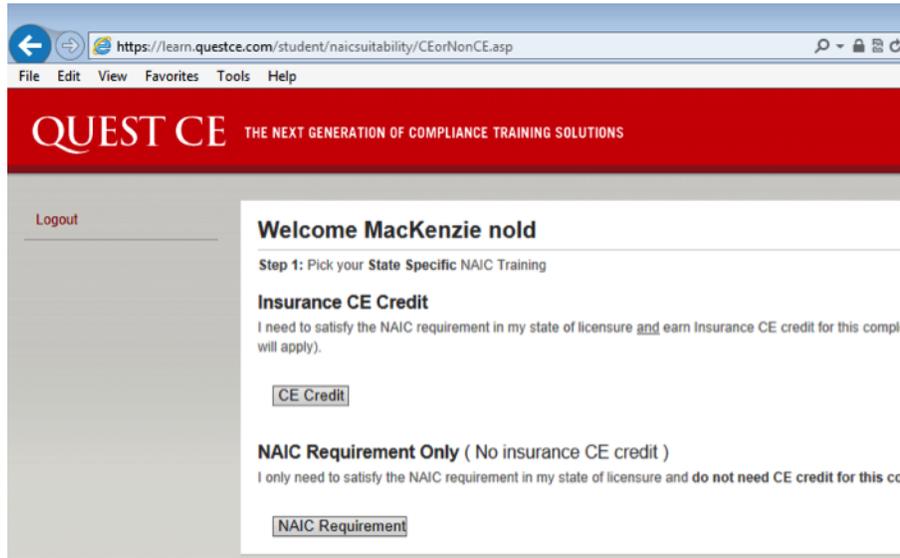
1. Pick your **State Specific** NAIC Suitability Training
2. Pick the carriers you are **appointed** with
3. Pick your **Product Specific** Training

Helpful Tip:
You must proceed through all three steps of the registration process to successfully access your training begin completing courses. In the future, you will be able to simply login to your existing account to access your training.

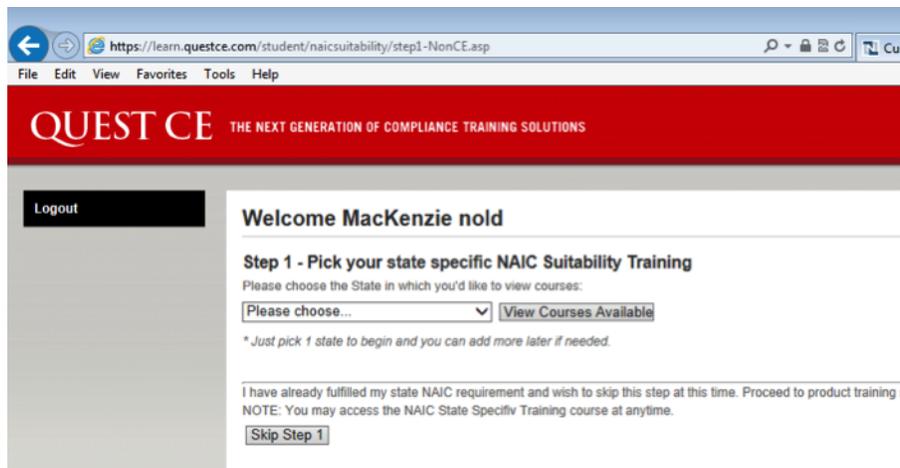
Continue to Step 1

5. **Registration Step 1: State Specific NAIC Annuity Suitability Training**

- Follow the directions on the next page to help you select your State Specific NAIC Annuity Suitability Training.



- If you are only looking to take product specific training (No State Annuity Training), choose NAIC Requirement. Then you will have the option to Skip Step 1, bypassing the State Annuity Course selection.



6. Registration Step 2: Select your Carrier(s) and Broker Dealer.

- Select your Carrier(s) and Broker Dealer. Be sure to select AIG Annuities as one of your Carriers in your account.
- Click Continue.

The screenshot shows a web browser window with the URL <https://learn.questce.com/student/naicsuitability/step2.asp>. The page header includes the QUEST CE logo and the tagline "THE NEXT GENERATION OF COMPLIANCE TRAINING SOLUTIONS". A "Logout" link is visible in the top left. The main content area is titled "Welcome MacKenzie nold" and contains the following text: "Step 2 - Select your Broker Dealer & the Carriers you are appointed with from the list below:". Below this text is a dropdown menu for "Broker Dealer" currently set to "INDEPENDENT (UNAFFILIATED)". Underneath is a section titled "Carriers:" with a list of checkboxes. The "AIG Annuities" checkbox is checked, while all other carriers (Catholic Order of Foresters, Commonwealth Annuity and Life Insurance Company, Genworth Life and Annuity Insurance Company, John Hancock, Lincoln Financial Group, Massachusetts Mutual Life Insurance Company, Metropolitan Life Insurance Company, National Western Life Insurance Company, New York Life Insurance Company, Pacific Life Insurance Company, Pacific Life Insurance Company of New York, Protective Life Insurance Company, Prudential Annuities, RiverSource, The Hartford, and Transamerica Life Insurance Company) are unchecked. A "Continue" button is located at the bottom of the list.

7. Registration Step 3: Select your appropriate Product Specific training courses.

- Check the boxes for the courses you wish to add into your account.
- Click **Select Courses** to proceed to your student dashboard page (homepage).
- (Sample view below — courses listed will vary based on the Broker Dealer selected previously.)

The screenshot shows a web browser window with the URL <https://learn.questce.com/student/naicsuitability/step3.asp>. The page header is identical to the previous screenshot. The main content area is titled "Welcome MacKenzie nold" and contains the following text: "Step 3 - Pick your Product Specific Training:". Below this text is the instruction "Please choose the Courses you'd like added to your profile:". There are four checkboxes, each followed by a course name and a "Course Description":

- AIG Annuities - Fixed and Income Product-Specific Training (Formerly the Horizon Fixed Annuity series)
Course Description: Fixed, Deferred Income and Single-Premium Immediate Annuity Training
- AIG Annuities - Index Annuity Product-Specific Training (I5281CB.3)
Course Description: Power Protector Index Annuities Training
- AIG Annuities - Index Annuity Product-Specific Training (I5281L5)
Course Description: Power Select Index Annuities Training
- AIG Annuities - Variable Annuity Product-Specific Training (R5026PT. 20)
Course Description: Polaris Platinum III and Polaris Choice IV Variable Annuities Training

A "Select Courses" button is located at the bottom of the list.



8. When you land on your account dashboard page, the AIG Annuities Product Course(s) you have selected, as well as any State Annuity Training course selected within the registration process, will be available for you to start and complete.
9. Click **Start** to access and work through the content portion of each course.
10. Once you have read and navigated through all content slides for a particular course, click **Begin** (located under **Exam**) to open the course attestation or exam. (Exams remain locked until you complete the content portion of a course first.)
11. Click **Start Exam** to answer a one-question attestation or multiple choice exam to mark the course fully **Complete**.

Please Note:

- You will not need to register fully the next time you access your NAIC training account. You will be able to simply log in to your existing account which you created today.
- Your Carrier(s) will be notified of any respective course completion(s) once the course status is '**Complete**'.

Smart step

Make an annuity a part of your client's retirement journey

* Index Training is required in ALL states

Annuities issued by American General Life Insurance Company (AGL) except in New York, where issued by The United States Life Insurance Company in the City of New York (US Life).

Guarantees are backed by the claims-paying ability of the issuing insurance company. Issuing companies AGL and US Life are responsible for financial obligations of insurance products and are members of American International Group, Inc. (AIG).

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