

Great American Processing Time Frames

- Partial withdrawal to owner: 5-7 business days
- Partial withdrawal to company: 10 business days
- Full Surrender to owner: 5-7 business days
- Full surrender to company: 10 business days
- Withdrawal to owner under financial hardship: 5-7 business days
- Loans: 5-7 business days
- Annuitization Quotes/Rider Projections: 5-7 business days
- Maturities/Annuitizations: 7-10 business days
- ESP requests: 7-10 business days
- Death Claims: Once we receive notification of the claim, we mail out the letter to beneficiary within 7-10 business days. Processing time is 10 business days once we have everything in good order.
- Paperwork sent to clients: request for mailing paperwork is same day unless it is late in the afternoon then it could be next day. If the paperwork was requested to be sent via fax or email it would be same day
- Legal Review: If the paperwork needs to be sent to Legal for review, then please allow an additional 10-15 business days on top of the above processing guidelines. Items that need to be reviewed by legal include but are not limited to: Trust documents, POA documents, Inherited cases