

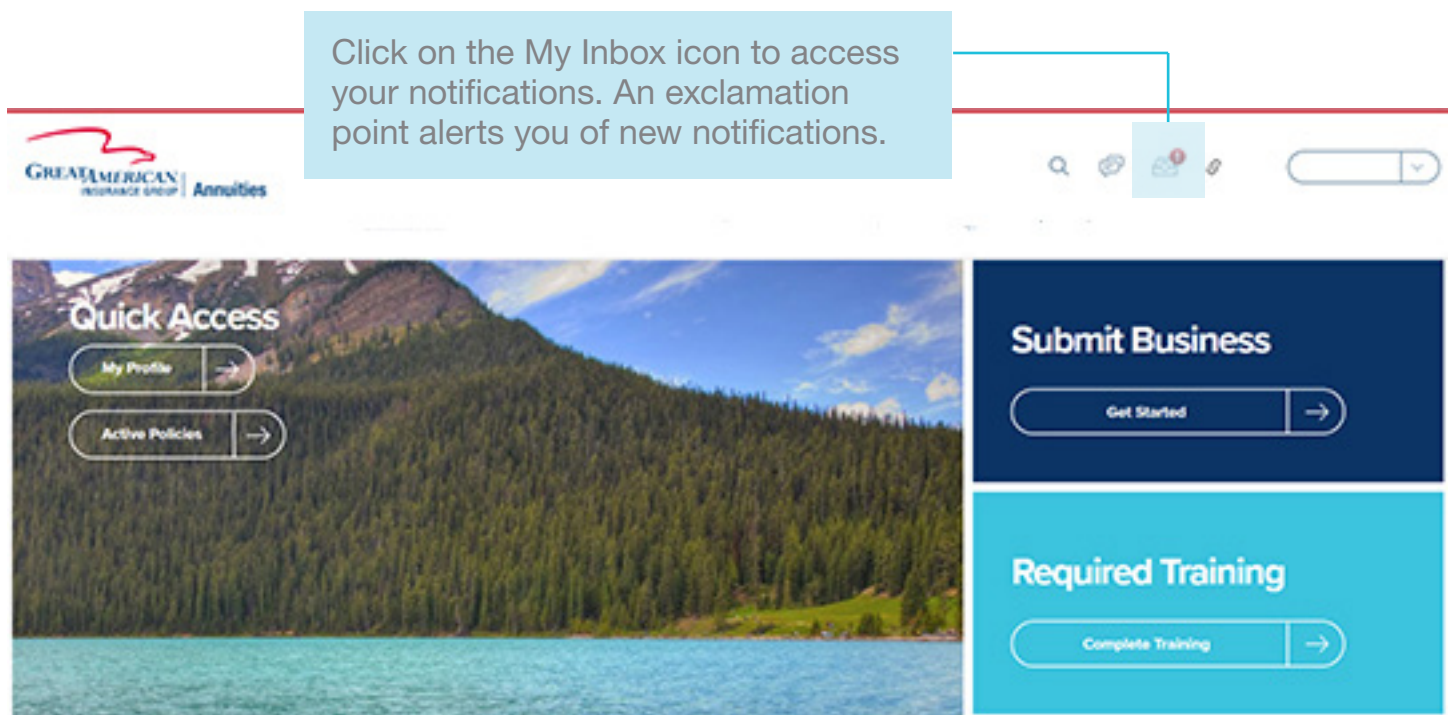
My Inbox User Guide

My Inbox is where you'll find notifications about your Great American business organized in one convenient place.

Accessing My Inbox

You must have an active website login to access My Inbox. If you need to create an account, please visit GAconnect.com/login and select **Create a User ID**.

Once logged in, you can access My Inbox by clicking on the icon in the top navigation. An exclamation point alerts you of unread notifications.



Viewing notifications

Notifications are organized by date and category to help you quickly find the information you need. Categories include:

Commission Statements: Clicking on a notification downloads a pdf of the statement.

Not In Good Order: Unresolved NIGO notices are indicated in red and placed at the top of the section. Clicking on a notification takes you to the NIGO search page, where you can view the applicable notice.

Indexed Renewals: Clicking on a notification downloads a pdf of the renewal letter, or a zip file if the contract owner has more than one renewal letter.

Other Correspondence: This is where you'll find confirmation letters, withdrawal letters and more. Clicking on a notification downloads a pdf of the particular correspondence.

Surrenders: Works similarly to NIGO notifications, where you're taken to the Surrenders search page.

Announcements: This is where you'll find general updates from Great American.

My Inbox

Sort by All or Unread notifications.

Quickly see how many new notifications you have for each category.

Recent (20)

Commission Statements (15)

Not In Good Order

Indexed Renewals

Other Correspondence (3)

Surrenders (1)

Announcements (1)

Archive

All | Unread

Archive All

Commission Statement Notice
Agent Number:
Date: 12/14/2018

12/18/2018

Commission Statement Notice
Agent Number:
Date: 12/17/2018

12/18/2018

Commission Statement Notice
Agent Number:
Date: 12/5/2018

12/18/2018

Commission Statement Notice
Agent Number:
Date: 12/6/2018

12/18/2018

Paper clip appears when the notification includes a document that will download.

Archiving notifications

Notifications are automatically moved to the Archive folder after 30 days of posting. 30 days later, they're deleted from the Archive. You can move a notification to the Archive by clicking on the file drawer icon.

Note: Notifications within the Announcements category are archived on a date set by Great American. Therefore, you will not see a file drawer icon for Announcements.

My Inbox

The screenshot displays the 'My Inbox' interface. On the left, a sidebar lists categories: Recent (20), Commission Statements (15), Not In Good Order, Indexed Renewals, Other Correspondence (3), Surrenders (1), and Announcements (1). Below these is an 'Archive' section. The main area shows a list of notifications under 'All' and 'Unread' tabs. Each notification entry includes details like 'Other Correspondence Notice', 'Policy Owner', 'Policy Number', 'Date', and 'Type'. To the right of each entry is a date and a file drawer icon. Callouts provide instructions: 'Archive all notifications for a selected category.' points to the 'Archive All' button, and 'Click on the file drawer to archive an individual notification.' points to the file drawer icon.

Category	Notification Details	Date	Icon
Recent (20)	Other Correspondence Notice Policy Owner: Policy Number: Date: 12/13/2018 Type: Withdrawal Partial 1035 Letter	12/18/2018	File drawer icon
	Other Correspondence Notice Policy Owner: Policy Number: Date: 6/8/2016 Type: Withdrawal Not in Good Order	12/18/2018	File drawer icon
	Other Correspondence Notice Policy Owner: Policy Number: Date: 12/13/2018 Type: Premium Confirm Letter	12/18/2018	File drawer icon

Finding deleted notifications

As noted above, archived notifications are deleted after 30 days. However, you can continue to find older correspondence, surrender notices, NIGO business, indexed renewals and commission statements by visiting the applicable search page.



It pays to keep things simple.®