



September 15, 2021

21-067

Important information for insureds in Tennessee

In response to challenges created for Tennessee residents by recent severe weather, including torrential rainfall and flash flooding, we are working with state regulators to support affected clients during this difficult time.

Effective immediately, a temporary suspension is in effect on lapses, terminations, cancellations, and other time-sensitive provisions and requirements of the insurance policies and annuity contracts **for insured AGL and USL customers residing in Tennessee counties covered under state and federal disaster declarations.**

This action is taken to protect the policyholders from unintentional lapse and termination. We will process other requests to help affected policyholders in as timely a manner as possible. **The temporary suspension is in effect from August 21, 2021 through October 25, 2021.**

If an insured receives a notice regarding the lapse, termination, cancellation, non-forfeiture option, or another time-sensitive provision of their policy or contract, they should contact our customer service center at the numbers listed below.

Our goal is to take care of our customers. We encourage insureds living in Tennessee to contact their agents or our customer service center should they have any questions regarding their insurance policies or annuity contracts.

American General Life Insurance Company and The United States Life Insurance Company in the City of New York

Life Insurance Customers
Phone: 800-888-2452

Variable Universal Life Customers
Phone: 800-340-2765

Accident & Health Customers
Phone: 800-811-2696

Variable Annuities and Index Annuity Customers
Phone: 800-445-7862

Fixed, Immediate and Deferred Income Annuity Customers
Phone: 800-424-4990

AIG Individual Claims Resources Online
aig.com/individual/individual-claims

Information & Resources

[Insurance Division, Tennessee Dept. of Commerce & Insurance](#)

[Tennessee Emergency Management Agency](#)

[FEMA – Home Page](#)

Covered Counties

- Dickson
- Hickman
- Houston
- Humphreys

Policies issued by American General Life Insurance Company (AGL), Houston, TX except in New York, where issued by The United States Life Insurance Company in the City of New York (US Life). Issuing companies AGL and US Life are responsible for financial obligations of insurance products and are members of American International Group, Inc. (AIG). AGL does not solicit, issue or deliver policies or contracts in the state of New York. Guarantees are backed by the claims-paying ability of the issuing insurance company. Products may not be available in all states and product features may vary by state.

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