



Secure Messaging with Customer Service

If you have questions about your policy, the online Secure Messaging system provides a convenient way to correspond with our Customer Service team and send or receive confidential information without compromising the security of your information.

To get started, login your account at aig.com/lifeinsurance.

The screenshot shows the AIG customer service portal for Gerry Potter. The 'Contact Us' menu is open, highlighting the 'Secure Message Center' option. The main content area displays policy details for Universal Life Insurance, including the policy number 6969111099, owner name, face amount of \$100,000.00, and a payment amount of \$1,103.20. There are also sections for Activity Notifications, Documents, Policy Education, Contact Us, and Your Agents. A red box highlights the 'Send message to support' button in the Contact Us section.

On the **Home Page**, you'll find two ways to access the Secure Messaging screens.

Select **Secure Message Center** from the Contact Us drop-down menu in the navigation or click **Send message to support** in the Contact Us section at the bottom of the page.

Secure Message Center

Use this message center for policy inquiries.

Messages COMPOSE

Subject	Policy	Initial Request	Last Update	Status
No records found.				

Message Center Inbox

When accessing the Message Center option from the Home Page, you'll be taken to the Message Center Inbox.

- Up to 25 messages will be displayed. Unread messages are in bold print.
- The **Compose** button allows you to create and send a new message.
- The inbox also shows the Status of the messages:
 - **Submitted:** Message sent, awaiting response
 - **Open:** We have responded to your message, it is now awaiting your response
 - **Closed:** Inquiry is complete

Secure Message Center

Use this message center for policy inquiries.

Choose a policy: Potter, Gerry | ...1099 | Universal Life Insurance ▾

Compose a new message

Use this form to send a secure message. We are committed to providing quick, accurate answers to your messages, within 1-3 business days.

Subject (Required. Max. 120 characters.)

Type your message here (Required)

4000 characters remaining

ADD ATTACHMENTS

Drag and Drop or [Browse for File](#)

Attachment Limit: 3 Files.
Total file size limit: 4 MB (megabytes).
File types allowed: DOC, DOCX, PDF, JPG, TIF, PNG.

CANCEL **SUBMIT**

Composing and sending a secure message

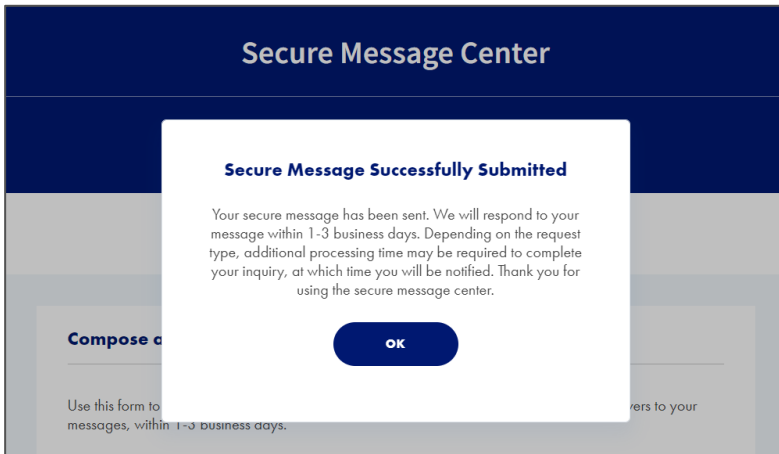
When composing a new message, first select a policy from the **Choose a policy** drop-down.

Enter a **Subject** for your message.

Compose your message in the **Type your message here** box.

- Your message can be up to 4,000 characters.
- You can add up to 3 attachments to a message by clicking the **Add Attachments** button below the message box.
- The total size limit is 4 MB (megabytes).
- File types allowed: DOC, DOCX, PDF, JPG, TIF, PNG

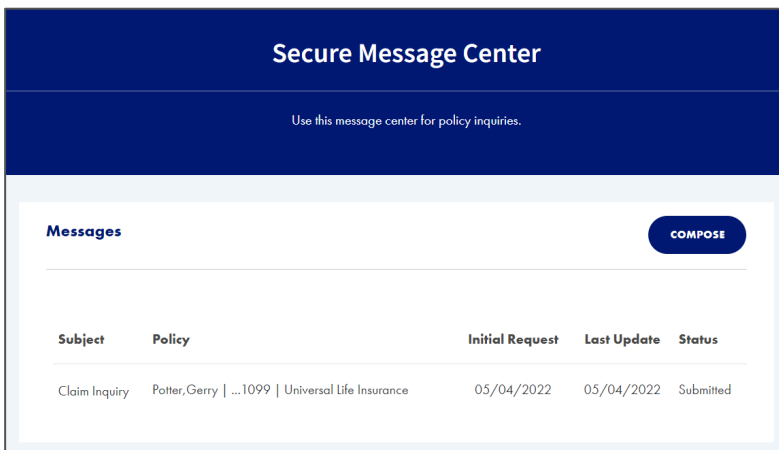
After your message is complete and you have attached your files, click the **Submit** button to send your message to Customer Service.



What happens next?

After you click the **Submit** button, you'll see a confirmation box that your message was successfully submitted.

Click the **OK** button to return to the Secure Message Center.



You will now see your new message in your Message Center inbox in a **Submitted** status.

Note:

We will respond to your message within 1-3 days. Depending on your inquiry, additional processing time may be required to complete your request, at which time you will be notified.

For more resources

Visit our Customer Service page at aig.com/lifeinsurance for more tips and pointers on using your account.

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. Please refer to your policy.

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