



## Current Account Holders: Login and Password Change

To get started, login your account at [aig.com/lifeinsurance](http://aig.com/lifeinsurance).

**Welcome to Consumer Portal**

Please register today to manage your AIG Life Insurance policy online!

**Username** [Forgot Username](#)

Username

**Password** [Forgot Password](#)

Password [SHOW](#)

Remember Me

**LOG IN**

[Register for a new account](#)

The first time you login to your account on the **new Policy Owner website**, you will need to reset your password.

Enter your existing **Username (NOTE: It is not your email address) and Password**

Click **Log In**

**Welcome to Consumer Portal**

Please register today to manage your AIG Life Insurance policy online!

**User Profile Information**

Web Administrator has requested to reset your password.  
Please click 'YES' to reset your password.

**YES** **NO**

[Register for a new account](#)

A box will appear requesting that you reset your password

Click **Yes** to continue

## Forgot Your Password

Just enter your username to get started.

**Username**

**START OVER** **SUBMIT**

Enter your **eService Username**

Click **Submit**

## Verification Email

A Validation Code has been sent to the email address on file.

**Enter Validation Code**

 **SHOW**

**START OVER** **SUBMIT**

**Note:** Validation Code expires after 10 minutes. We recommend you allow 30 seconds to receive the email and check your junk mail folder. If you request a new code, only enter the latest code you receive to avoid a verification error.

**Resend Email Validation Code**

Enter the **validation code** that was sent to the email address on file

Note: The code is only good for 10 minutes

Click **Submit**

## Verify Your Identity

Please select your preferred method.

**Text Message**

**Security Questions**

**Phone Call**

**START OVER** **SUBMIT**

Select one of the options to **Verify Your Identity**

- Text Message
- Security Questions
- Phone Call

Click **Submit**

### Verification Text

A text message has been sent to the mobile number on file.

Enter Validation Code

 [SHOW](#)

[START OVER](#) [SUBMIT](#)

[Choose a different verification method](#)

**Note:** Validation Code expires after 10 minutes. We recommend you allow 30 seconds to receive the text. If you request a new code, only enter the latest code you receive to avoid a verification error

[Resend SMS Validation Code](#)

### Security Question

Please provide an answer to the question below

**Question**

What was the destination of your first long distance travel?

**Answer**

 [SHOW](#)

[START OVER](#) [SUBMIT](#)

[Choose a different verification method](#)

Enter the applicable **Validation Code** or **Answer** the security question, depending on the verification option you selected

Click **Submit**

### Verification Phone Call

You will receive a phone call at the number we have on file.

Please dial the following code when prompted :

5	4	8	0	3	5
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[START OVER](#)

[Choose a different verification method](#)

**Note:** If you have not received a verification call to your phone within five minutes, click **START OVER** and select an alternate validation method.

**Tips:**

If you need a code resent for the Text message verification, click **Resend SMS Validation Code**

If you wish to select a different verification option, click the **Start Over** button or **Choose a different verification method**

### Reset Password

**New Password**

 [SHOW](#)

**Confirm New Password**

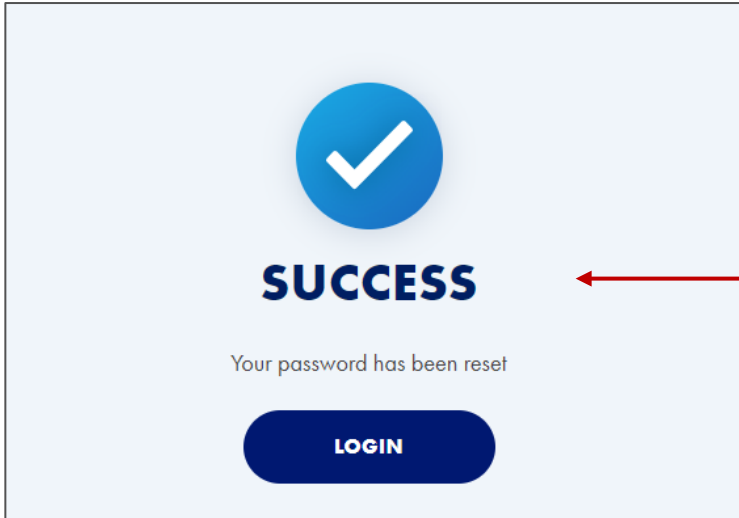
 [SHOW](#)

[START OVER](#) [SAVE](#)

Enter your **New Password**

Enter your **New Password** a second time to confirm

Click **Save**



You will see a **Success** message, after completing your password reset

You can now login to your account with your **Username** and **New Password**

### For more resources

Visit our [Customer Service page](#) at [AIG.com/lifeinsurance](https://www.aig.com/lifeinsurance) for more tips and pointers on using your account.

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