

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

A member of American International Group, Inc. (AIG)

P.O. Box 305305

Nashville, TN 37230-5305

To Our New York Customers:

We want you to know we are thinking about our customers like you who may be affected by the global pandemic and economic challenges we are all facing right now.

The New York State Department of Financial Services requires that we notify our customers of special temporary consumer rights declared for New York residents by Executive Order and by amendment of insurance regulations. That official notice is located at the bottom of this letter, but we want to explain how AIG is honoring these requirements.

New York requires insurers to extend “grace periods” to a period of 90 days if the policyholder can demonstrate financial hardship as a result of the COVID-19 pandemic.

AIG is providing more time for the “grace periods” and will not require proof of financial hardship. We are **adding 90 days** to your contractual grace period. So, if your contract provides 30 days of grace period, it is now extended to 120 days, in total. This is a temporary grace period extension for policies with premium payments due, or for policies in the grace period, between March 11, 2020 and July 1, 2020.

NO ACTION IS REQUIRED BY YOU TO RECEIVE THIS EXTENDED GRACE PERIOD. You will continue to receive grace/lapse notices and we are working to add language on those letters to make this extended grace period clear.

While this temporary extension of the grace period is in place, your coverage will not lapse or terminate because of lack of premium payment. However, missing payments can impact your policy in different ways, so please speak to your financial professional about your options.

When you are ready to begin making payments again, you may call us to discuss billing or make alternative payment arrangements.

Thank you for your business and your loyalty, and please accept our best wishes for you and your family.

Adam Winslow
Chief Executive Officer, Life Insurance

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THE UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK

NOTICE TO LIFE INSURANCE POLICYHOLDERS IN NEW YORK

A recent Executive Order issued by Governor Andrew Cuomo, together with recent amendments to the insurance and banking regulations (the “regulations”) issued by the New York State Department of Financial Services (“Department”), extend grace periods and give you other rights under your life insurance policy if you can demonstrate financial hardship as a result of the novel coronavirus (“COVID-19”) pandemic. These grace periods and rights are currently in effect but are temporary, though they may be extended further. Please check the Department’s website at <https://www.dfs.ny.gov/consumers/coronavirus> for updates.

A copy of the Executive Order and regulations can be found at <https://www.governor.ny.gov/news/no-20213-continuing-temporary-suspension-and-modification-laws-relating-disaster-emergency> and https://www.dfs.ny.gov/system/files/documents/2020/03/re_consolidated_amend_pt_405_27a_27c_new_216_text.pdf, respectively.

Insurance Payments - Grace Period

Under the regulations, if you can demonstrate financial hardship as a result of the COVID-19 pandemic, we must extend to 90 days the applicable grace period for the payment of premiums and fees under your life insurance policy. If you do not make a timely premium payment and can demonstrate financial hardship as a result of the COVID-19 pandemic, we may not impose any late fees relating to the premium payment or report you to a credit reporting agency or a debt collection agency regarding such premium payment.

Catching up on Overdue Insurance Payments

The regulations also require us to permit you to pay the overdue premium over a 12-month period if you did not make a timely premium payment due to financial hardship as a result of the COVID-19 pandemic and can still demonstrate financial hardship as a result of the COVID-19 pandemic. This also applies if we sent you a nonpayment cancellation notice prior to March 29, 2020.

Policies Financed by Premium Finance Agencies – Grace Period

If your life insurance policy has been financed through a premium finance agency, and you do not make an installment payment, the premium finance agency may not cancel your life insurance policy for a period of at least 90 days, including any contractual grace period, if you can demonstrate financial hardship as a result of the COVID-19 pandemic, and subject to the safety and soundness of the premium finance agency. In addition, if you do not make a timely installment payment to the premium finance agency and can demonstrate financial hardship as a result of the COVID-19 pandemic, the premium finance agency must extend the due date for the installment payment by at least 90 days, may not impose any late fees relating to that installment payment, and may not report you to a credit reporting agency or a debt collection agency regarding that installment payment.

Catching up on Overdue Payments to Premium Finance Agencies

If you do not make a timely installment payment to the premium finance agency due to financial hardship as a result of the COVID-19 pandemic, the premium finance agency must permit you to pay the installment payment over a 12-month period if you can still demonstrate financial hardship as a result of the COVID-19 pandemic, subject to the safety and soundness of the premium finance agency. This also applies if the premium finance agency issued a non-payment cancellation notice prior to March 29, 2020.

How to Demonstrate Financial Hardship

If you are unable to make a timely premium payment due to financial hardship as a result of the COVID-19 pandemic, you may submit to us or your premium finance agency, as applicable, a statement that you swear or affirm in writing under penalty of perjury that you are experiencing financial hardship as a result of the COVID-19 pandemic, which we or your premium finance agency, as applicable, must accept as satisfactory proof. Such statement need not be notarized.

Questions

If you have any questions regarding your rights under the Executive Order or regulations, please contact us or your premium finance agency, as applicable.