

## Grace Period Extension for Customers

To help our customers affected by the global pandemic and the economic challenges they face, we have implemented a temporary grace period extension of 90 days for policies with premium payments due, or for policies in the grace period, between March 11, 2020 and July 1, 2020.

This means that customers unable to make a premium payment on time between March 11 and July 1, 2020, will have an additional 90 days beyond the standard lapse date in order to become current on premium payments.

Some states/jurisdictions have different requirements and timeframe specifications regarding the grace period extension, and we will honor these requirements. This grace period extension option may not be offered after July 1, 2020.

Notification of this extension will be sent to customers with missed payments that have entered their grace period.

We will also post the extension on our [COVID-19: Coronavirus Update](#) page at [AIG.com/lifeinsurance](https://www.aig.com/lifeinsurance).

[See sample communication on following page](#)

## For the latest updates and resources ...

Check our [AIG Responds](#) page in Connex for the latest business updates and resources to help you and your team do business during this challenging time.

- Executive communications
- Bulletins and business updates
- Frequently Asked Questions (FAQ)
- Tips and resources for navigating the new normal

## Sample Communication Policy Owners

To Our Customers:

We want you to know that we've been thinking about our customers like you who may be affected by the global pandemic and economic challenges we all face right now.

To ease any worry you may have about your life or health insurance coverage during these trying times we are extending grace periods so you have additional time to pay your premiums. Specifically, we implemented a temporary grace period extension of 90 days for policies with premium payments due, or for policies in the grace period, between March 11, 2020 and July 1, 2020. This means if you are unable to make a premium payment on time between March 11 and July 1, 2020, you will have an additional 90 days beyond the standard lapse date in order to become current on premium payments.

All premiums due must be received before the end of the extended grace period to continue your coverage. Some states/jurisdictions have different requirements and timeframe specifications regarding the grace period extension, and we want you to know we will honor these requirements. This grace period extension option may not be offered after July 1, 2020.

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. Additionally, during this 90-day period it is possible that you could receive a lapse notice for your policy. We are working on system changes to prevent this, but like most businesses, these unprecedented times are giving us new challenges we could not have imagined a few short weeks ago.

While we encourage you to continue to make payments on your insurance policy, if you're unable to pay your total past-due premium before the end of the extended grace period, please contact us to discuss your premium due and payment options.

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