



Using eService

Tips for managing your life insurance policy online



Pay Your Bill in eService

To get started, sign in to your account at aig.com/eService

A screenshot of the AIG eService home page. The page features a navigation bar with 'eService Home', 'PolicyDetails', 'Forms', 'Message Center', and 'My Profile'. A 'Welcome to eService' banner is prominent. Below it, there's a section to 'Choose a Policy or Contract to View' with filters for 'Insured', 'Annuitant', 'Status', and 'Policy Package'. A table lists a policy: 'Fixed Universal Life (UATHSL3029) SAINT S SNMMMMTESTCASESS Active No'. A red arrow points to the 'Pay Bill' button next to this policy. On the right, there are sections for 'Welcome', 'I Want To...' (with links like 'Pay Bill', 'View Bill', etc.), 'Learn More', and 'Agent Information'.

Click **Pay Bill**

A screenshot of the AIG eService page showing the 'Terms and Conditions and Privacy Policy for Biller Direct HV'. The page includes a 'Policy Overview' table with details like 'Policy Number', 'Insured', 'Owner', 'Face Amount', and 'Single Premium'. Below this is a large text area containing the terms and conditions. At the bottom of this text area, there are three buttons: 'Accept', 'Decline', and 'Decide Later'. A red arrow points to the 'Accept' button. The page also features a navigation bar, a 'Welcome' message, and various options like 'Payment Options', 'Billing Options', and 'I Want To...'.

Read through **Terms and Conditions**, scrolling down until you see buttons to Accept, Decline, Decide Later

Click **Accept**

Pay Your Bill in eService

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eService Home | PolicyDetails | Forms | Message Center | My Profile

Policy Overview
Policy Number: UATHSL3029 Face Amount: 400,000
Insured: SAINT S SNMMMMTESTCASESS Single Premium: 0.00
Owner: SAINT S SNMMMMTESTCASESS

April 13, 2020 | Print

Welcome
SAINT SNMMMMTESTCASESS
Sign In ID: MYPOLICYTEST
stacy.brown@aglife.com
Change email or password

Payment Options
• One Time Payment
• Payment Activity
• Payment Accounts

Billing Options
• View Bill
• Go Paperless
• Manage Preferences

I Want To...
• Return to eService Home
• Change Address
• Change Beneficiary
View more services

Add Bank Account More about adding a bank account

Provide the following information to add a payment account. Only enter account information from a checking or money market account. Credit card convenience checks cannot be used to add an account.

Bank Account Details

Account Type: **Account Type**

Your Name:
as it appears on your checks

Routing Transit Number:

Account Number:

Finding your Routing Transit Number and Account Number

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Use the drop-down menu to select the **Account Type** you are using to pay your bill.

If this is your first time paying on eService or adding a new payment account, enter **Your Name**, **Routing Transit Number**, and **Account Number**

Click **Continue**

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eService Home | PolicyDetails | Forms | Message Center | My Profile

Policy Overview
Policy Number: UATHSL3029 Face Amount: 400,000
Insured: SAINT S SNMMMMTESTCASESS Single Premium: 0.00
Owner: SAINT S SNMMMMTESTCASESS

April 21, 2020 | Print

Welcome
SAINT SNMMMMTESTCASESS
Sign In ID: MYPOLICYTEST
stacy.brown@aglife.com
Change email or password

Payment Options
• One Time Payment
• Payment Activity
• Payment Accounts

Billing Options
• View Bill
• Go Paperless
• Manage Preferences

I Want To...
• Return to eService Home
• Change Address
• Change Beneficiary
View more services

Confirm Bank Account More about confirming a new bank account

Please re-enter your routing transit number and account number to ensure they are correct.

Bank Account Details

Account Type: Checking

Your Name: Text Test
as it appears on your checks

Confirm Routing Transit Number:

Confirm Account Number:

Finding your Routing Transit Number and Account Number

400000000001 2345678901 0103

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Enter **Routing Transit Number** and **Account Number**

Click **OK**

Pay Your Bill in eService

Make a Payment [? More about making a payment](#)

Congratulations! You've successfully added your payment account [PAYACT-0014]

To make a payment, select a payment account and type your Payment Amount and Pay On date.

Billing Account - XXXX

Amount Due	\$0.00
Due Date	12/31/2999

Payment to Billing Account - XXXX

Pay From: [Manage Payment Accounts](#)

Payment Amount:

Pay On: mm/dd/yyyy

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A confirmation message will display when a new payment account has been successfully added.

Click **Continue**

Preview Payment [? More about previewing a payment](#)

Please review the payment information. Click Pay to make your payment or Change to modify your payment information.

Billing Account - XXXX

Amount Due	\$0.00
Due Date	12/31/2999

Payment to Billing Account - XXXX

Pay From:

Payment Amount:

Pay On:

Can I change the payment date, account, or amount?
Yes. Click Change to modify the payment information.

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Review your payment information.

Click **Pay**

Pay Your Bill in eService

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Policy Overview
Policy Number: UAT1ESL3029 Face Amount: 400,000
Insured: SAINT S SNMIMMTESTCASESS Single Premium: 0.00
Owner: SAINT S SNMIMMTESTCASESS

Pay Bill

Payment Scheduled [More about making a payment](#)

Congratulations! You have successfully scheduled the following payment.

You can change or cancel this payment until it is time to process the payment.

[Print this page](#)

Pay On	Pay To	Pay From	Amount	Tracking ID	Status
04/23/2020	Billing Account - XXXX	Checking - xxxx	\$0.01	20112-181423370 03	Scheduled

[Return to Payment Activity](#)

Want to maximize your online experience?
There are easier ways to pay and be informed about your bills from American General Life Insurance. Check your [Manage Preferences](#) and decide if any of them are right for you!

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A confirmation message will display when your payment has been successfully scheduled, and you will receive a confirmation email.

Note: The blue **Pay Bill** button will remain at all times, even after successful payment and when no payment is due.

You may now logoff or continue through eService.

Payments will reflect on the account within 3 business days, but are considered paid as of the day submitted.

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To review, change or cancel the scheduled payment, click **Return to Payment Activity**.

For more resources

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

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