

Using eService





Forgot/Reset Password

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



Click Forgot Password?



About Us

Important American General Life Companies Legal Notice | Contact Us | Sitemap | Privacy | Terms Of

Education

Products

Select Authentication Method

We need to verify your identity to protect your account

Enter SignIn ID

Select your preferred method for authenticating your identity.

Options:

- Email (a reset link will be emailed to email address on file for your policy)
- Phone (you will be called at number on file and asked to verify login attempt)
- Text Message (security code will be sent via text)
- Security Question (answer question you have previously selected)

Click Continue.

Phone Text Message

Customer Service

Policies issued by American General Life Insurance Company (AGL), Houston, TX, and The United States Life Insurance Company in the City of New York (US Life), members of American International Group, Inc. (AIG). Page 1 of 3

Using eService: Forgot/Reset Password

Page 2 of 3



Answer question, click **Continue**.



After successfully answering question, you will see a Verification Complete screen.

Click OK.

Notification eMail

May 05, 2020

Dear Valued Customer:

Your eService account password has been reset.

Your temporary password is: AgaawF

This one-time use password will be valid for 72 hours. Please be sure to login to eService before that date and time.

Thank you for your continued business with American General Life Insurance Company.

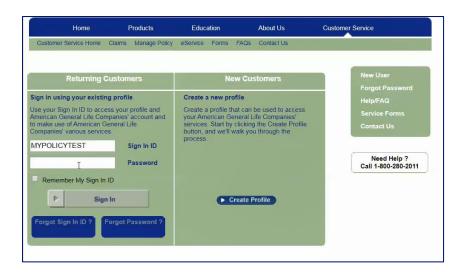
Please do not reply to this message. If you have comments or questions or believe that you have received this e-mail in error, please call our Customer Service Center at 1-800-888-2452.

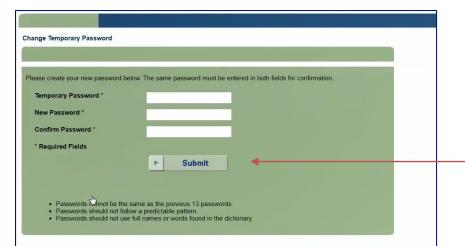
An email will be sent to the email address on file for your policy with a **temporary password.**

Note: The temporary password will only be valid for 72 hours, so be sure to log in before 72 hours have passed.

Using eService: Forgot/Reset Password

Page 3 of 3





Return to the eService home screen and enter your Sign In ID and the **temporary password** that was emailed to you.

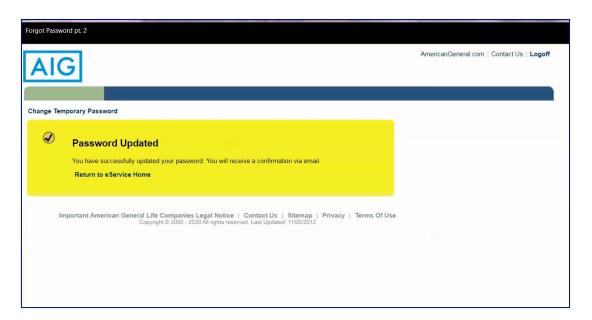
Click Sign In.

On the next screen, re-enter your temporary password, and then enter a **New Password**.

Password requirements:

- At least 8 characters
- At least 1 number
- Cannot be the same as previous 13 passwords

Confirm your new password and click **Submit**.



If your new password meets security criteria, you will be taken to a **Password Updated** screen.

You may then return to the eService home page or Logoff.

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). 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.