



## Forgot/Reset Password

To get started, sign in to your account at [aig.com/eService](http://aig.com/eService).

Click **Forgot Password?**

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**.

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Selected Authentication Method

Selected Authentication Method:

Answer Security Question

Enter an answer for the Security Question and click 'Continue'

What is the first name of your oldest nephew?

Continue Cancel

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Answer question, click **Continue**.

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Verification Complete!

We have identified your user profile and will email a one-time use password to stacy.brown@aglife.com. Please check your email.

You will have 72 hours to login with your one-time use password. It may take up to 10 minutes to receive your password. Please check your spam folder if you do not receive the email.

OK

New User  
Forgot Password  
Help/FAQ  
Service Forms  
Contact Us

Need Help ?  
Call 1-800-280-2011

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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.

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The screenshot shows the eService home screen with a navigation bar at the top containing links: Home, Products, Education, About Us, and Customer Service. Below the navigation bar is a sub-menu with links: Customer Service Home, Claims, Manage Policy, eService, Forms, FAQs, and Contact Us. The main content area is divided into two columns. The left column is titled 'Returning Customers' and contains a section 'Sign in using your existing profile' with instructions to use a Sign In ID to access the profile and account. It includes a text input field for the Sign In ID (containing 'MYPOLICYTEST'), a password input field, a 'Remember My Sign In ID' checkbox, and a 'Sign In' button. Below this are links for 'Forgot Sign In ID?' and 'Forgot Password?'. The right column is titled 'New Customers' and contains a section 'Create a new profile' with instructions to create a profile to access services. It includes a 'Create Profile' button. To the right of these columns is a sidebar with links: 'New User', 'Forgot Password', 'Help/FAQ', 'Service Forms', and 'Contact Us'. At the bottom right of the sidebar is a 'Need Help? Call 1-800-280-2011' button.

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**.

The screenshot shows the 'Change Temporary Password' screen. It has a title bar 'Change Temporary Password' and a main content area with instructions: 'Please create your new password below. The same password must be entered in both fields for confirmation.' There are three input fields: 'Temporary Password \*', 'New Password \*', and 'Confirm Password \*'. Below these fields is a 'Submit' button. A red arrow points from the 'Submit' button to the text 'Confirm your new password and click Submit.' in the adjacent text block. At the bottom left, there is a list of password requirements: 'Passwords cannot be the same as the previous 13 passwords.', 'Passwords should not follow a predictable pattern.', and 'Passwords should not use full names or words found in the dictionary.'

The screenshot shows the 'Password Updated' confirmation screen. It has a title bar 'Forgot Password pt. 2' and a main content area with the AIG logo at the top left. Below the logo is a yellow banner with a checkmark icon and the text 'Password Updated'. Below the banner, it says 'You have successfully updated your password. You will receive a confirmation via email.' and a link 'Return to eService Home'. At the bottom, there is a footer with links: 'Important American General Life Companies Legal Notice', 'Contact Us', 'Sitemap', 'Privacy', and 'Terms Of Use'. Below the footer is a copyright notice: 'Copyright © 2000 - 2020 All rights reserved. Last Updated: 11/05/2012.'

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.

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