



Using eService

Tips for managing your life insurance policy online



Forgot/Reset Password

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

Click **Forgot Password?**

Enter **Sign In 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**.

Using eService: Forgot/Reset Password

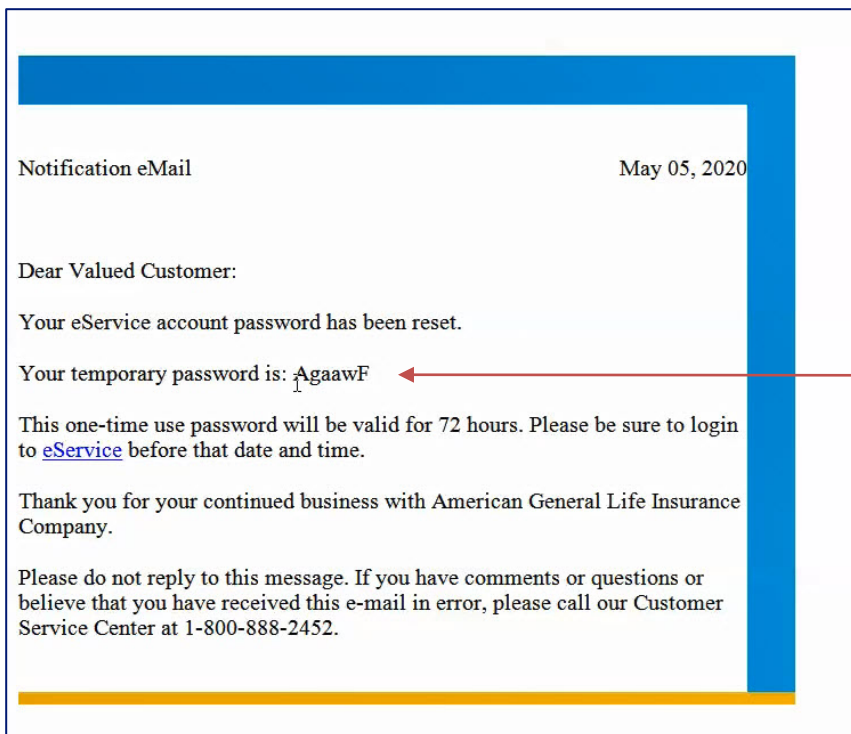


Answer question, click **Continue**.



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

Click **OK**.



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

The screenshot shows the eService home page with a navigation bar at the top containing 'Home', 'Products', 'Education', 'About Us', and 'Customer Service'. Below the navigation bar is a sub-menu with 'Customer Service Home', 'Claims', 'Manage Policy', 'eService', 'Forms', 'FAQs', and 'Contact Us'. The main content area is divided into two columns: 'Returning Customers' and 'New Customers'. The 'Returning Customers' column has a 'Sign in using your existing profile' section with a 'Sign In ID' field containing 'MYPOLICYTEST', a 'Password' field, a 'Remember My Sign In ID' checkbox, and a 'Sign In' button. Below this are 'Forgot Sign In ID?' and 'Forgot Password?' links. The 'New Customers' column has a 'Create a new profile' section with a 'Create Profile' button. To the right of these columns is a 'New User' sidebar with links for '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 'Change Temporary Password' and a sub-header 'Change Temporary Password'. Below the sub-header is a message: '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 the fields is a '* Required Fields' label. At the bottom right 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 are three bullet points: '• 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 'Forgot Password pt. 2' screen. It has a title 'Forgot Password pt. 2' and a sub-header 'Change Temporary Password'. The main content area is a yellow box with a checkmark icon and the text 'Password Updated'. Below this is the message: 'You have successfully updated your password. You will receive a confirmation via email.' and a 'Return to eService Home' link. At the bottom, there is a footer with 'Important American General Life Companies Legal Notice | Contact Us | Sitemap | Privacy | Terms Of Use' and 'Copyright © 2000 - 2020 All rights reserved. Last Updated: 11/05/2012'. The top right corner of the page shows 'AmericanGeneral.com :: Contact Us :: Logoff'.

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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