



Using eService

Tips for managing your life insurance policy online



Enrolling in eService

To get started, visit the eService registration/sign-in page at aig.com/eService.

Click **Create Profile**.

This will take you to a screen where you will **enter your policy information for verification**. Please be prepared to enter the following information:

- Policy number
- Your last name
- Your date of birth
- ZIP code
- Email address
- A primary phone number (home, work or mobile phone number may be selected using the dropdown arrow)
- A secondary phone number (optional)

Click **Continue** to proceed to the next screen.

Notes

- For Country Code, enter 01 for the United States.
- The information you enter must exactly match what is listed for your policy. Please refer to your policy documents as needed.

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Page 2 of 2

Once we have matched you with your policy, you will be taken to a screen to enter your desired login information.

Enroll: Step 2: Create a Login ID and Password
Please Complete All Fields

Access & Security Information
Create Sign In ID (8 to 12 characters)
Create Password
Retype Password

Security Question: Select a question below or create your own question. If you forget your password, you will be asked to answer the Security Question. Or, you may create your own question and answer.
Question 1: Select a Question. Answer
Question 2: Select a Question. Answer
Question 3: Select a Question. Answer

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I have read and agree to the eService Terms of Use:
 I Agree
 Do Not Agree
Continue Cancel

Sign In ID requirements:

- 8 to 12 characters in length
- Not** case sensitive

Note: User ID cannot be changed at a later date.

Password requirements:

- 8 to 20 characters in length
- At least 1 number
- Case sensitive

You will also be asked to select three Security Questions from the dropdown list, or create personal Security Questions and key in the Security Answer. This will allow you to reset your password in the future.



When you have provided all the information, click the **I Agree** button and then click **Continue** to complete enrollment.

After successfully enrolling in eService, a confirmation message will display for 5 seconds before you are automatically directed to your policy.

Welcome to eService
Manage Your Policy Online

Choose a Policy or Contract to View

PolicyContract	Insured	Annuitant	Status	Policy Package	
Fixed Universal Life (UATHSL3029)	SAINT S SHMMMMTESTCASES		Active	No	Pay Bill

If a policy/contract is not shown, please contact Customer Service at 1-800-280-2011

Transaction Status

PolicyContract	Request Type	Status
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eService Announcements and Alerts

I Want To...
• Play Bill
• View Bill
• Go Paperless
• Manage Billing Preferences
• Change Address
• Change Beneficiary

Learn More
• eService FAQs
• Electronic Payments
• Taxes and Your Policy(s)
• Customer Service FAQs

Agent Information
• My Agent
• My Agents

Messages
• (No new Messages)

Contact Us
For Customer Service Support or Technical Assistance Please Contact Us
• Send Message to Customer Service

Once there, you can do things like change your address or beneficiary information, pay your premium or send secure messages to Customer Service.

For more resources

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

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