



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 the policy information for verification**. Please be prepared to enter the following information:

- Policy number
- Last name of the policy owner (may be different than the insured)
- Date of birth for the insured (person who is covered – may be different than the policy owner)
- 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)

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.

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

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AIG AmericanGeneral.com

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 ▼

Question 2
Select a Question ▼

Question 3
Select a Question ▼

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☐ I Agree ☐ I Do Not Agree

Continue **Cancel**

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Learn More

- eService FAQs

Contact Us

For help with eService:
Log-in issues & Technical Support
1-800-280-2011 7 am - 6 pm CT

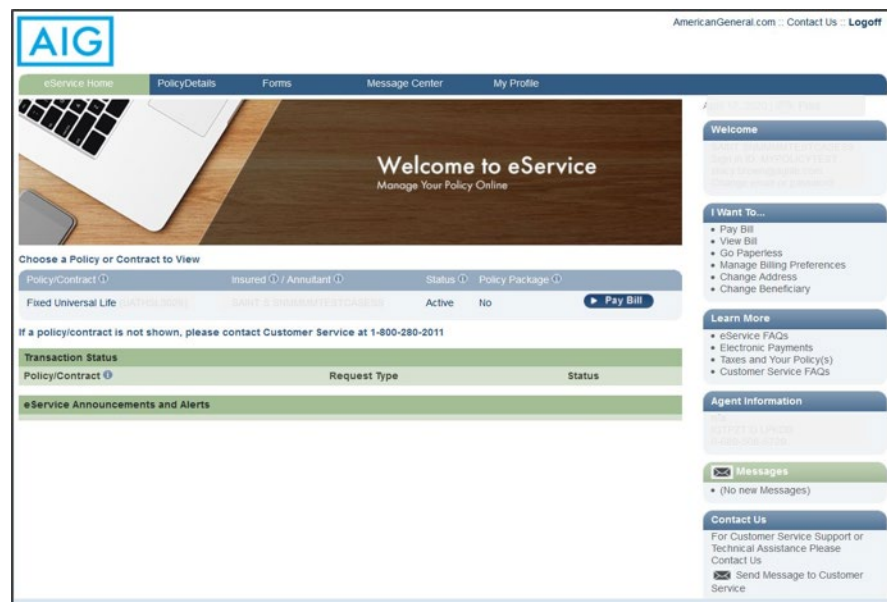
- 8 to 12 characters in length
- Not** case sensitive

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

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.

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



Visit our [Customer Service page](#) at ALG.com/lifeinsurance for more tips and pointers on using eService.

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