



Secure Messaging with Customer Service

If you have questions about your policy or want to request a policy change, eService’s Secure Messaging system provides a convenient way to correspond with our Customer Service team and send or receive confidential information without compromising the security of your information.

To get started, log into eService at aig.com/eService.

On the **eService Home Page** (below), you’ll find several ways to access the Secure Message screens.

The **Message Center** tab will take you directly to the screen where you can compose or access your messages.

The **Contact Us** link at the top of the page will take you to a page with a link to the Message Center, along with addresses, fax numbers and other contact information tailored for your policy.

The screenshot shows the AIG eService Home Page. At the top right, the text "AmericanGeneral.com" is followed by "Contact Us" and "Logoff", both circled in red. Below this is a navigation bar with tabs: "eService Home", "PolicyDetails", "Forms", "Message Center" (circled in red), and "My Profile". The main content area features a "Welcome to eService" banner. Below the banner is a section titled "Choose a Policy or Contract to View" with a table of policy details. On the right side, there are several utility sections: "Welcome" with user information, "I Want To..." with a list of actions, "Learn More" with links to FAQs, and "Agent Information". At the bottom of the right sidebar, there is a "Messages" section with an envelope icon and a "Contact Us" section with a link to "Send Message to Customer Service". Red arrows point from the text above to these specific elements on the page.

The **Messages** section on the right displays your three most recent messages, as well as a link to access more. Click the tab to be taken directly to the Message Center.

The **Contact Us** section on the right also has a link that allows you to access the Message Center page. Click the envelope

Message Center Inbox

When accessing the Message Center option from the Home page, you'll be taken to the Message Center Inbox.

- Up to 25 messages will be displayed. Unread messages are in bold print.
- The **Compose Message** button allows you to create and send a new message.
- The inbox also shows the **Status** of the messages:
 - **Submitted:** Message sent, awaiting response
 - **Open:** We have responded to your message, it is now awaiting your response
 - **Closed:** Inquiry is complete

The screenshot displays the 'Secure Message Center' interface. At the top, there are navigation tabs: 'eService Home', 'PolicyDetails', 'Forms', 'Message Center', and 'My Profile'. The 'Message Center' tab is active. Below the navigation, there are two main sections: 'Message Inbox' and 'Compose Message'. The 'Compose Message' button is highlighted with a red circle. Below this, there is a table of messages with columns for 'Select all', 'Subject', 'Date Created', 'Last Updated', and 'Status'. The 'Status' column is also highlighted with a red circle. The table contains two rows: 'Change of Address' with status 'Closed' and 'Beneficiary Inquiry' with status 'Submitted'. On the right side of the interface, there is a 'Welcome' section for 'MARSHALL FARMER' with a sign-in ID and email address, a 'Learn More' section with links to FAQs and payments, and a 'Contact Us' section for customer service support.

Select all	Subject	Date Created	Last Updated	Status
<input type="checkbox"/>	Change of Address	04-15-2020	04-15-2020	Closed
<input type="checkbox"/>	Beneficiary Inquiry	04-15-2020	04-15-2020	Submitted

Secure Messaging

Page 3 of 4

Composing and sending a secure message

On the Message Center screen, click the **Compose Message** tab. Your message can be up to 4,000 characters.

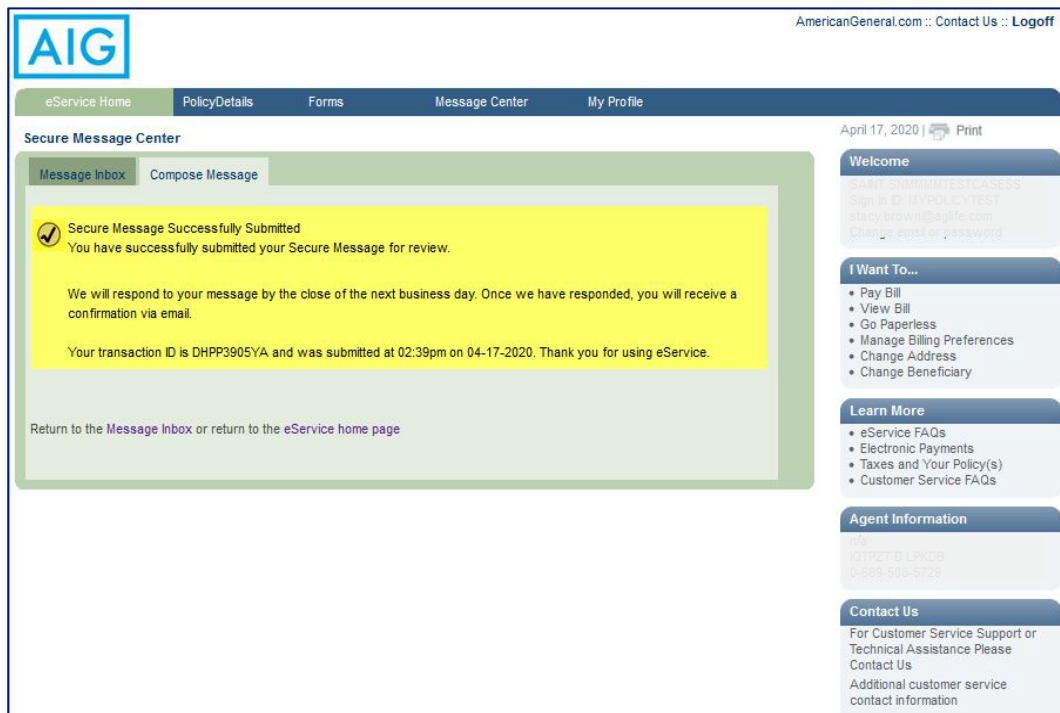
- If you have more than one policy, you will be able to reference a specific policy.
- You can add up to 3 attachments to a message, with a total size limit of 10 MB. File types allowed are:
 - .pdf
 - .doc
 - .jpeg
 - .gif
 - .tif
- After your message is complete and you have attached your files, click **Send** to submit your message.

The screenshot displays the AIG Secure Message Center interface. At the top left is the AIG logo. The navigation bar includes links for eService Home, PolicyDetails, Forms, Message Center, and My Profile. The main content area is titled 'Secure Message Center' and features two tabs: 'Message Inbox' and 'Compose Message', with the latter highlighted by a red circle. Below the tabs, a 'New message' section provides instructions and a warning: 'Request for Policy Disbursements Transactions can not be accepted through the Secure Message Center.' A dropdown menu shows the selected policy: 'Fixed Universal Life policy for SAINT S SNMMMMTESTCASESS - UATHSL3029'. There is a 'Subject' input field and a large text area for the message, with a character count of '4000 characters left'. Below the text area is a file upload section with a 'Choose File' button, 'Attachment limit: 3 files', 'Total size limit 10 MB (megabytes)', and 'File types allowed: DOC, DOCX, PDF'. A red circle highlights the 'Send' button. The right sidebar contains several informational sections: 'Welcome' with user details, 'I Want To...' with a list of actions, 'Learn More' with links to FAQs, 'Agent Information' with contact details, 'Contact Us' with support instructions, 'Mail payments to:' with a Dallas address, 'Overnight payments to:' with a Brentwood address, and 'Forms and Correspondence to:' with a Nashville address. The top right corner shows the date 'April 17, 2020' and a 'Print' icon. The top right navigation links are 'AmericanGeneral.com :: Contact Us :: Logoff'.

What happens next?

After you **click Send**, you'll see a confirmation box with a transaction number for your message. You may then return to the Message Center, go the eService home page, or logoff.

- When we reply to your message, you will receive an email notifying you a response is ready for you in eService.
- After you login to eService and read the message, you can read the message and will be asked if your questions has been answered.
 - Click “yes” that your question has been answered. In this case, the message will be closed.
 - If your question is not completely answered, click “no” and you will be able to reply to our message.



For more resources

Visit our [Customer Service page](#) at AIG.com/lifeinsurance for more tips and pointers on using eService, or call our Customer Service Center at 1-800-888-2452.

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