



Notification to eService policy owners enrolled in electronic billing

AIG is moving closer to the launch of a new Life consumer website which will offer an improved online experience for our customers, including enhanced premium and billing capabilities.

As part of this migration to a new platform, the process for electronic billing (eBill) will change. Policy owners currently enrolled in eService's eBill option, who elected to pay their premium electronically through a third-party vendor instead of AIG, will no longer be able to make that payment once the Life consumer website launches. This may impact approximately 30,000 policies, or less.

We have communicated with these policy owners via email, and a physical mailing will also be sent to them. We are requesting they enroll in AIG's Automatic Bank Check (ABC) process in order to maintain recurring premium payments. This is a one-time step that will help ensure their payments continue to be received on the day and date of their choosing.

The email to policy owners includes a link to instructions for setting up ABC payments through eService. [Click here](#) to view the instructions.

Please see the next page for a sample email that was sent to policy owners requesting they enroll in ABC.



IMPORTANT: If the policy owner does not enroll in ABC payments before March 25, they will default to electronic direct billing and receive eBills.

They will no longer be enrolled in recurring premium payment, and can only pay their premium on the website, by phone or by mail.

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Life Insurance Payment System Update



AIG is working to better serve you. We are transitioning to a new payment system for your Life Insurance policy.

We need you to take action by going the [AIG.com/eService](https://www.aig.com/eService) and completing the Automatic Bank Check (ABC) setup and authorization by following these directions.

If you do not take action by March 25, 2022, you will be defaulted to electronic direct bill. You will receive email reminders, but will have to pay your bill on the AIG website or by mail.

[Click to complete the
Automatic Bank Check \(ABC\)](#)

This message was sent from an unmonitored email address. Please do not reply to this message.

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