



Third-party administrator disclosure to customers

Beginning this month, some customers will receive a disclosure notice related to our partnership with a third-party administrator Accenture Insurance Services (AIS).

AIS provides support for certain administrative functions on AIG's behalf and under AIG's direction, including handling policy owner calls and processing transactions. Please note:

- The change will not affect the terms and benefits of their policies. All contractual provisions and rights under their policies will remain the same.
- Customers will continue to call the same service center for policy inquiries and service.
- The notifications will begin this month with emails to customers who enrolled in eService. Postcards will be mailed in April for all other customers.
- The email will be sent from the following AIG mailbox: **customerexperience@e8.aigdigital.com**. Please note in case the email is forwarded to your agency.

For additional information, see the FAQ at [AIG.com/Announcement](https://www.aig.com/Announcement). This web address will be included in all notices to help answer customer questions.

**See the next page for a sample email and postcard
that will be sent to customers.**

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Sample email



Your policy is underwritten and administered by American General Life Insurance Company or The United States Life Insurance Company in the City of New York (collectively "AIG"). AIG has engaged the services of a third-party administrator, Accenture Insurance Services, LLC ("AIS") to provide support for certain administrative functions on AIG's behalf and under AIG's direction.

This change will not affect the terms and benefits of your policy. All contractual provisions and rights under your policy will remain the same. AIS is a Delaware company located at 161 N. Clark Street, Chicago, IL 60601.

For more information, please visit [AIG.com/Announcement](https://www.aig.com/Announcement).

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

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Sample postcard



Third Party Administrator:

Your policy is underwritten and administered by American General Life Insurance Company or The United States Life Insurance Company in the City of New York (collectively "AIG"). AIG has engaged the services of a third-party administrator, Accenture Insurance Services, LLC ("AIS") to provide support for certain administrative functions on AIG's behalf and under AIG's direction. This change will not affect the terms and benefits of your policy. All contractual provisions and rights under your policy will remain the same. AIS is a Delaware company located at 161 N. Clark Street, Chicago, IL 60601. For more information please visit [AIG.com/announcement](https://www.aig.com/announcement).

