

AIG Life & Retirement— now Corebridge Financial!

November 2022



Q Who is Corebridge Financial?

Corebridge Financial is a new company, but not a new business. Formerly AIG Life & Retirement, we are one of the largest and most established providers of retirement solutions and insurance products in the United States, with a long and proven track record of serving our clients. We're passionate about giving people the power to help reach their financial goals.

Q Does the name "Corebridge" have a special meaning?

Yes, it does! The name speaks directly to who we are and how we see ourselves—and how we hope others will see us as well.

"Core" speaks to our strong foundation of industry-leading products, services and partnerships that are central to helping people take action in their financial futures.

"Bridge" evokes our passion for helping people take action to carry them from planning to outcomes, providing a path from today's financial needs to tomorrow's aspirations.

Each and every day our employees strive to make a positive impact on the individuals and institutions we serve, as well as the communities where we live and work.

Q Is there anything I need to do at this time?

While our name has changed, it's business as usual for clients and partners! Please know that there is nothing you or your clients need to do at this time.

Our new name and recent IPO will not impact the products, policies, accounts or contracts that you and your clients have with us or our insurance company subsidiaries.

Q Will there be a change to the insurance company names?

There is no change to the issuing insurance companies of our annuity and life insurance products. They remain:

- American General Life Insurance Company
- The United States Life Insurance Company in the City of New York
- The Variable Annuity Life Insurance Company

Q How will order entry systems and other operational systems be updated?

It will take time to transition to our new brand. Until first quarter of 2023, you will not see any changes to our name on order entry systems. We are working actively both internally and with the vendors to ensure the optimum experience.

The carrier selection dropdown on order entry systems is scheduled to be updated on January 23, 2023. If your firm requires testing, our operational team will reach out to your firm in late December/early January.

For banking transactions (both outbound wires and commission feeds), the Corebridge Financial name began showing earlier in the year, when it became our legal company name.

Q When will new sales & marketing materials and client kits (including applications & forms) be available?

While we are in the process of making updates, you will see both the Corebridge and AIG names on our materials and websites.

We have already begun updating materials with a transition flyer and sticker with our new Corebridge logo. Marketing materials reflecting our new look and Corebridge logo will be phased in over the next year. You can continue to use current materials that you may have in stock.

Applications and new business forms included in sales kits will be updated beginning January 23, 2023. Additional forms will be rebranded as soon as possible after this date, with completion expected by 3rd quarter of 2023.

You can continue to use your existing sales kits, applications and forms and order updated kits as part of your normal course of business. We will affirmatively communicate when older applications and materials will no longer be accepted.

Unless there are material changes to content, or a firm specifically requests a new review, we will carry over any prior approvals to the rebranded materials. **Form numbers used to identify materials will not be changing.**

Q Are there any changes to my sales, service and strategic accounts contacts?

All employees, including those in sales, customer service and strategic accounts have been provided with new Corebridge Financial email addresses (**first.last@corebridgefinancial.com**). For the next few months, both AIG and Corebridge Financial email addresses will work, however the AIG email will eventually no longer be active, so please transition to the new Corebridge email address as soon as possible.

There are no changes to group email addresses at this time.

You can continue to use the phone numbers, hard copy mail addresses and fax numbers that you currently use.

Q How will my clients be notified of changes?

Information about our new company name is available on our website www.corebridgefinancial.com. Clients who have registered on the site received a message in their inbox on September 16, 2022.

In addition:

- **Variable annuity clients:** Year-end statements will include messaging about the transition to Corebridge Financial.
- **Index annuity and Assured Edge fixed annuity clients:** Over the next 12 months, messaging will be included in the annual statement notification.
- **Annuity statements and confirmations** will include the new Corebridge logo with the transition message beginning March 31, 2023.
- **Proxy materials:** For shareholders who have an investment in funds in the Seasons Series Trust and/or SunAmerica Series Trust investment options, proxy materials will be sent asking them to approve new investment advisory and management agreements for each Trust, and certain other proposals. New agreements would take effect upon the automatic termination of existing agreements when there is a “change of control” of Corebridge, which is expected to occur upon the transfer of a controlling block of voting securities of Corebridge by AIG. The proxy will be sent starting in mid-November, going out in batches for 8-10 days. Voting closes on January 19, 2023. Home offices and financial professionals will be sent an email about the proxy mailing in mid-November with more information, including a list of the clients involved for FPs.

Q What is the impact to policy packages?

The policy package for our newest product, Advanced Outcomes Annuity, began using our Corebridge Financial brand the week of October 10, 2022. Policy packages for other products were stickered beginning in October and will begin using our new Corebridge Financial policy jackets in December/January.

Q Will the annuities website be changing?

We have launched a new website for financial professionals and clients at www.corebridgefinancial.com. Please be sure to view the first phase of our enhanced, rebranded website at this link for educational content, product information and account access. For now, visitors to aig.com/annuities will be redirected to the new site.

Q Will website functionality, such as transactions and viewing annuity policy owner information, for financial professionals and clients be changing?

There are no changes to website functionality and no new logins are required. You and your clients can continue to transact and view annuity owner information as in the past.

Q How will NAIC education provider websites be updated?

The education websites are working on changing AIG to Corebridge. Depending on the vendor timeline, these changes are targeted to occur in late November to mid-December 2022. Courses will be rebranded in the same time frame as the company name selection is implemented by each vendor.

No new course IDs are needed. Financial professionals should continue to register and sign in to the vendor sites as per their broker/dealer's instructions.

Q Are there any changes to Licensing and/or to NAIC training?

There is no change to agent appointments or how appointments are processed. NAIC Suitability Model training courses and provider websites will be updated to reflect our new brand, Corebridge Financial. No re-training is necessary.

Q What do distribution partners need to do to update information on their internal facing sites?

Corebridge logos and directions have been provided to home offices via their Strategic Accounts partner. Firms can incorporate making these changes into their workflow process as soon as possible for their internal, FP facing sites only..

Q What can distribution partners do to ensure communications continue to be received?

Home offices are asked to update their email systems to ensure that emails from our company continue to be delivered. **To do this, your IT staff member will need to add @corebridgefinancial.com to your TLS configuration.** When adding the new domain, all other information in the TLS will match AIG. If you need additional assistance, please contact your Corebridge Financial Strategic Account Manager with the name and contact information for your IT support person.

Q Will selling agreements need to be updated?

No, selling agreements will not need to be updated. These agreements are between your firm and our issuing insurance companies, generally, and those entity names are not changing.

Q How will changes be communicated to home offices and financial professionals?

Beginning with our initial IPO announcement email (September 15, 2022), we have planned a series of emails over the next several months to provide helpful information and updates. We also encourage home offices to reach out to their Strategic Accounts partner with any questions or to visit our website: www.corebridgefinancial.com.

Transitions take time, and we are working hard to make it as seamless as possible for you and your clients. As a reminder, it is business as usual for you and your clients.

We appreciate your business!

Life insurance and annuities issued by **American General Life Insurance Company (AGL)**, Houston, TX except in New York, where issued by **The United States Life Insurance Company in the City of New York (US Life)**. Certain annuities are issued by **The Variable Annuity Life Insurance Company (VALIC)**, Houston, TX. Variable annuities are distributed by **AIG Capital Services, Inc.**, member FINRA. Guarantees are based on the claims-paying ability of the issuing insurance company and each company is responsible for the financial obligations of its products. Products and services may not be available in all states and product features may vary by state. AGL does not solicit, issue or deliver policies or contracts in the state of New York.

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