

Producer Sales Practices Manual annual update

As a part of the annual revision process, the [Producer Sales Practices Manual](#) has been updated and provided below are highlights of the updates. Please review the Manual for complete details.

- **Corebridge Financial** name and email addresses replaced AIG where applicable. There are still references to AIG, including email addresses, as the transition from AIG to Corebridge Financial is ongoing.
- “**Client**” has been defined to include proposed clients and, frequently, consumers in general. Additionally, the term “customer” has been replaced with “client”.
- **Producer Code of Conduct** updated to include the following: (page 4)
 - Any and all Producers involved in the recommendation of an insurance or annuity product should be disclosed to the Company.
 - Producers must ensure any assistant or office employee interacting with clients understand their role in the relationship with the client.
 - Producers must disclose to the Company full and accurate information required for effective underwriting, policy administration, claim resolution, annuity suitability/standard of care review, and other relevant matters no matter when discovered (before or after issue of the policy or contract).
 - Producers must abide by applicable federal and state rules and regulations related to sales of insurance or annuity products.
- **Training and Continuing Education – Understanding Company Products** updated to reference the fact that many states require completion of product-specific training prior to solicitation. (page 5)
- **Solicitation Standards** updated to include Producer licensing and appointment requirements, solicitation state information, and solicitation practices related to Cross Border Sales to New York Residents and Virtual Sales. This information was previously in the Delivering the Policy or Contract – Timely Delivery section. (page 6)
- **Standard of Care – Suitability and Best Interest in Life Insurance and Annuity Transactions (New York Regulation 187)** updated to remind Producers that at the time of an audit, evidence of any oral discussions related to disclosures and the basis of recommendation must be provided. (page 8)
- **Replacement Policies and Guidelines – Definition and Effect of Replacement** updated to include a list of generally excluded transactions that was previously provided in the Replacement Policies and Guidelines – Questions and Answers about the Company’s Replacement Policies and Guidelines section. (pages 9 - 10)

Producers Sales Practices Manual annual update (*continued*)

- **Disclosure to Clients: During the Life Insurance and Annuities Sales Process – Life Insurance and Annuities Sales: Words and Phrases to Avoid** updated to inform Producers that they should not mention the existence of a state Insurance Guaranty Association or suggest that a policy or contract is insured by a state Guaranty Association for the purpose of sales, solicitation, or inducement to purchase life insurance or annuities. (page 14)
- **Disclosure to Clients: The Creation and Use of Life Insurance and Annuity Illustrations – Delivery of Annuity Illustrations** updated to include: (pages 18 - 19)
 - Example that if the initial illustration presented was for one contract, but the client applies for a different contract, then a conforming illustration to the issued contract is required.
 - Reminder that Producers should never present an illustration using a solicitation state other than the actual state of solicitation.
- **United States Department of Labor (DOL) Fiduciary Rule (“DOL Rule”)** updated to include that PTE 84-24 generally is the only exception to non-securities licensed agents. (page 20)
- **File and Record Maintenance** updated to include that files and records must be maintained per regulatory requirements. (pages 21 - 22)
- **Prohibited Premium Payments and Other Transactions by Producers** updated to include information that Producers are prohibited from selling Company products to incarcerated individuals, and cases for applicants who are in jail, awaiting trial, or who are out on probation or parole will be postponed until the client is out of jail or off probation or parole for at least 12 months. (page 23)
- **Information Handling – Information Security** includes updated information for Producers and employees related to physical security management of Company information, configuration management of hardware and software, identity and access management of systems or tools where non-public data exists, use of virus malware protection software, electronic data protection, and network management. (pages 30 - 31)

Questions? We're here to help.

If you have any questions, please contact the Corebridge Financial Sales Desk.

Annuity contracts and life insurance policies 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). The Elite line of annuities is issued by The Variable Annuity Life Insurance Company (VALIC), Houston, TX in all states, except New York. Variable annuities are distributed by AIG Capital Services, Inc. (ACS), member FINRA.

Products and services may not be available in all states and product features may vary by state. **AGL does not solicit, issue or deliver contracts in the state of New York.** Guarantees are backed by the claims-paying ability of the issuing insurance company and each company is responsible for the financial obligations of its products. AGL, US Life, VALIC, and ACS are not authorized to give legal, tax or accounting advice. Please consult your attorney, accountant, or tax advisor on specific points of interest.

All companies above are wholly owned subsidiaries of Corebridge Financial, Inc. Corebridge Financial and Corebridge are marketing names used by these companies.

© Corebridge Financial, Inc. All rights reserved.

Not FDIC or NCUA/NCUSIF Insured

May Lose Value • No Bank or Credit Union Guarantee
• Not a Deposit • Not Insured by Any Federal Government Agency