



AIG Life & Retirement
21650 Oxnard Street
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aig.com/annuities

March 20, 2020

Dear AIG Stakeholder:

Your well-being remains our top priority as we continue to monitor the COVID-19 situation. AIG is committed to protecting the health and safety of its employees, policyholders, clients, business partners and other stakeholders. As COVID-19 continues to spread around the world, we want to share the actions we are taking as a company in response to this unique situation.

AIG is closely monitoring ongoing developments and following recommendations from the World Health Organization and U.S. Centers for Disease Control and Prevention, and is working with other health authorities and subject matter experts at the local, regional and global levels. We are responding to developments in real time.

Please know we have a plan in place to ensure that we continue to serve the needs of our policyholders, financial professionals, and prospective customers, while allowing our employees to practice social distancing. If you are a policyholder or financial professional, our service representatives are ready to serve you at the service phone numbers found at [Contact Us](#). We do realize you might experience longer-than-usual wait times due to higher call volumes into U.S. service centers, and are doing our best to provide efficient service.

With that, I'd also like to remind policyholders that you can **register on this aig.com/annuities website**, if you have not already done so, for quick access to policyholder account information, including current account values, and ability to make changes. For financial professionals, registering will make available information and tools to help you serve your clients. It's easy to register; just follow the prompts after clicking on "Not Registered?".

AIG will continue to monitor this evolving situation and associated risks. We recognize that you face challenges during this period of uncertainty and want you to know we remain focused on serving you, and on the health and safety of those around us.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Solash".

Todd Solash
Chief Executive Officer
Individual Retirement
AIG Life & Retirement