



Frequently Asked Questions

We want to keep you informed about the change to your new fixed annuity website

As we make the move from AAnnuityAccess.com to aig.com/annuities, we want you to be fully aware of what changes you will see.

Q: When will this change be made?

A: The change is scheduled to take place September 28, 2015.

Q: How will I get to my account?

A: If you have AAnnuityAccess.com bookmarked it will automatically redirect you to aig.com/annuities, at which time you should bookmark the new link for future reference. To log in to your account from the aig.com/annuities homepage, look for the "Log in to your account" section on the right hand side of the page and enter your user ID and password.

Q: Will my login information change?

A: No. If you have previously registered on AAnnuityAccess.com, you will be able to use the same credentials on aig.com/annuities to access your account. Please note, however, that there are plans to implement new procedures to increase the security of your account information. So you may be asked to add a few new security questions to your profile.

Q: What changes will I notice?

A: All of your information will remain the same, but you will notice a new dashboard with easy-to-understand graphics. You will also have access to new features that allow you to make certain types of changes to your account online and view additional information about types of annuities, retirement planning and more.

Q: Will my online information be safe?

A: Yes, and to ensure your online safety, you will experience security features to reduce the risk of unauthorized users accessing your personal information.

Q: What kind of safety features will be added?

A: We will soon implement a two-factor authentication process which will add a second step to your login process. Once implemented, the new security feature will require users to initially select and provide answers to security questions. They will also need to register with the new security feature by providing both an email address and phone number. This process will only take a few minutes to complete. Following registration, users will periodically be asked to answer the security questions, or verify their identity by selecting any of the available verification methods including email or text message.

Q: Why are you making this change?

A: We want to improve our clients' online experience when they access their information. Using aig.com/annuities will not only give you easier access to your account, but it also will improve your experience by offering better functionality and more features.

Q: Will I still be able to access my account on AAnnuityAccess.com after the migration?

A: No. The website will redirect you to aig.com/annuities. Eventually, AAnnuityAccess.com will be decommissioned.

FREQUENTLY ASKED QUESTIONS

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