



## LETTER TO BUSINESS PARTNERS / EXTERNAL STAKEHOLDERS

AIG is committed to protecting the well-being of its colleagues, clients, policyholders, business partners and other stakeholders. As COVID-19, the novel coronavirus, continues to spread around the world, we want to share the actions we are taking as a company in response to this unique and evolving situation.

AIG is closely monitoring ongoing developments and following recommendations from the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC) and working with health authorities and subject matter experts at the local, regional and global levels. We are responding to developments in real time through our regional Incident Management Teams across the company, as well as AIG's Global Security team.

Our global offices have defined Business Continuity Plans in place to ensure that we can continue to serve the needs of our clients without interruption, while protecting the health and safety of our colleagues and other stakeholders.

AIG is also continuously reviewing its policies and providing guidance to our global colleagues to help them protect their health and that of their families as new information is available. This includes:

- Effective Monday, March 16 implementing Business Continuity Plans that assist with social distancing, such as shift or rotational work and work-from-home strategies as appropriate;
- Prohibiting international travel and domestic travel, as well as attendance at conferences and events strictly to business-critical only cases;
- Introducing a 14-day remote working policy for employees returning from certain locations or who may have been exposed to the virus.

AIG is also communicating with its partners and suppliers to ensure that they are following guidelines and procedures to ensure business continuity and best maintain a healthy office environment.

We will continue to monitor this evolving situation and associated risks. We remain focused on the health and safety of our people and those around us, as well as continuing to serve the clients, policyholders and business partners who depend on us.

Best regards,

A handwritten signature in black ink, reading "Terri Fiedler", is positioned above the printed name.

Terri Fiedler  
President & Chief Executive Officer  
AIG Financial Distributors  
Life & Retirement

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). Issuing companies AGL and US Life are responsible for financial obligations of insurance products and are members of American International Group, Inc. (AIG). Products may not be available in all states and product features may vary by state. Guarantees are backed by the claims-paying ability of the issuing insurance company.

**FOR FINANCIAL PROFESSIONAL USE ONLY-NOT FOR PUBLIC DISTRIBUTION**

**American General Life | Privacy**

American General Life Insurance Company  
2727 A Allen Parkway, Houston, TX 77019, United States  
© 2020 AIG. All Rights Reserved.