

# Step-by-step instructions to activating your life insurance policy

Your Guide to Electronic Policy Delivery

Client Guide

AGLC200862 REV1224 PAGE 1 OF 23

# Thank you for allowing us to provide you with valuable life insurance. We look forward to serving you.

# **ABOUT THIS GUIDE**

Before your policy can be issued, we will ask you to review and verify a few key details, and review and electronically sign your policy documents.

This is a simple online process that should be completed in one session. We understand you may have questions as you navigate through the various screens, so this guide goes through the process step-by-step and may be used for reference.

If you encounter any issues that are not addressed here, please call your agent or our Customer Service department at 800-280-2011.

# **eDelivery Step-by-Step**

### NOTE:

Some steps presented in this guide may be omitted if the insured and policy owner (payor) are different.

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# The notification email

# You will receive an email from Corebridge Financial notifying you that your policy is ready for final reviews and signatures.

### **Email to policy owners**

If you are the policy owner (paying for the policy), the email will describe the steps in the signing process so you can become fully covered:

- Register in our Consumer Portal (or log in if you are already registered)
- · Pay the initial premium
- · Review and sign policy documents
- Print/save your policy

Click **Get Started** to proceed to the next step. •

From: Corebridge Financial New Business < DocFastNBsupport@corebridgefinancial.com>

To: Terry Client

Subject: Required Signature: Corebridge Financial Life Insurance Policy



Dear Terry Client,

Thank you for allowing us to serve you! Your Corebridge Financial Life Insurance policy has been approved. Please review immediately because a signature and/or additional information may be required to complete the process to put your policy in force.

You are about to begin electronic policy delivery.

What's next?

- 1. Complete a quick and easy registration to Corebridge Financial's Consumer Portal or if already registered, login before proceeding to the next step
- 2. Pay the initial premium, and set-up recurring payments, if you haven't done so already
- 3. Review and electronically sign policy documents
- 4. Print/save your policy

### **GET STARTED**

The link will expire on [YYY-MM-DD]. If you have any questions, please contact our Customer Service department at 800-280-2011.

Thank you for choosing Corebridge Financial for your Life Insurance needs.

Sincerely, Corebridge Financia From: Corebridge Financial New Business < DocFastNBsupport@corebridgefinancial.com>

: Terry Client

Subject: Required Signature: Corebridge Financial Life Insurance Policy



Dear Terry Client,

Thank you for allowing us to serve you! Your Corebridge Financial Life Insurance policy has been approved. Please review immediately because a signature and/or additional information may be required to complete the process to put your policy in force.

You are about to begin electronic policy delivery.

What's next?

- 1. Review and electronically sign policy documents
- 2. Print/save your policy

### **GET STARTED**

The link will expire on [YYY-MM-DD]. If you have any questions, please contact our Customer Service department at 800-280-2011.

Thank you for choosing Corebridge Financial for your Life Insurance needs.

Sincerely,

Corebridge Financial

# **Email to insured**

If you are to be insured under the policy but not the policy owner, your email will have fewer steps and you will not be asked to register an account or pay the initial premium.

Click **Get Started** to proceed to the next step. • • • •

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# Account registration (policy owner only): 1 of 2

If you are the policy owner (paying for the policy), you will first be directed to register your new account at our customer website.

**Please note:** If you are the insured but NOT the policy owner, you will not go to this step. Please skip ahead to the **Logging In** instructions on page 6.

### **Get started: Account Registration** corebridge To get started as the policy owner, enter the following information: **Account Registration** Your First Name • /elcome to the AIG Life insurance Consumer Portol. Register today to manage your policy online. If you have already registered, please log in. If your policy is Jointly owned, Trust owned or Company owned, complete this form for authorization to register. Your Last Name 3 Your Social Security Number 2 -4--(5) Volidate Credentials Safeguard Your Account Create Login (SSN) Registration If you can't remember your Social Policy Owner First Name Security Number (or don't have one), Policy Owner First Name you can register using your policy Policy Owner Last Name number. Simply click I do not have SSN/TIN. • Policy Owner SSN I do not have SSN/TIN. Click here Once you've entered the required Security Check check the box below. information, check the box next to I'm not a Robot, which is above the Cancel and Continue buttons. Follow

**Note:** The Continue button will not be active until you select this checkbox

the instructions in the pop-up box and select the images per the request for verification, then click **Continue**.

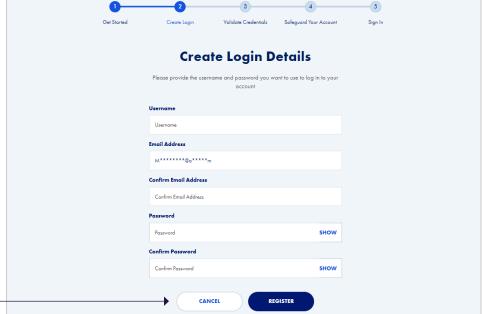
### **Create Login Details**

After being asked to read and confirm a disclosure notice, you'll then be asked to create your profile.

- · Create a Username
- Provide and confirm your email address

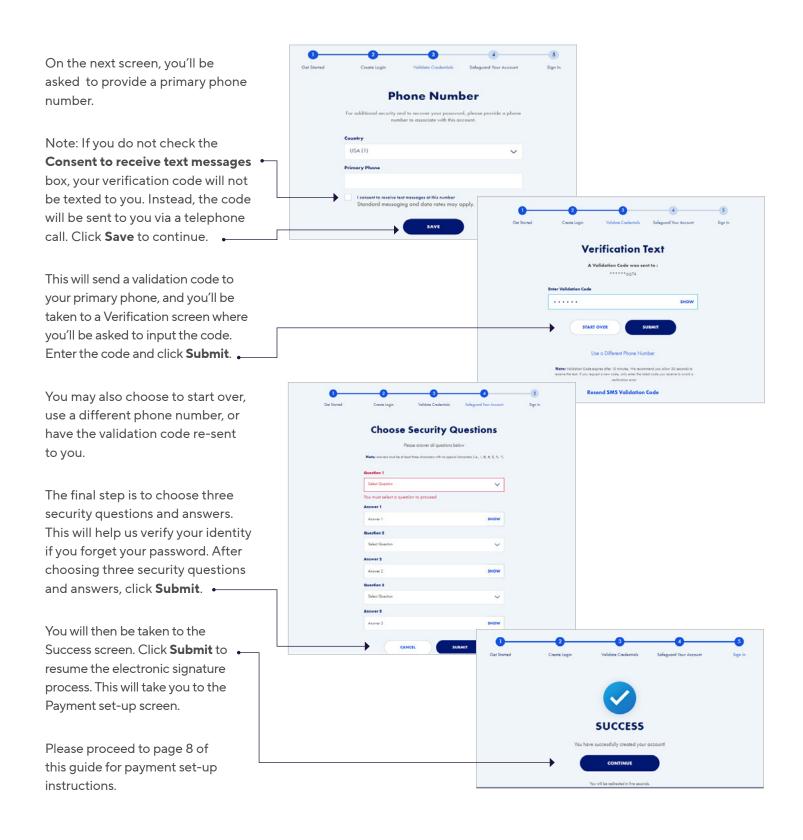
Create and confirm a password

Then click **Register** •



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# Account registration (policy owner only): 2 of 2



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# Logging in to electronically sign your policy (insured only)

### Please note:

You will only be taken to this Login screen if you are to be insured but are not the policy owner.

At the Login page, enter **all three fields requested**. Example entries are provided below.

In the first field, provide your five-digit ZIP Code.

In the second field, enter your birth date in the exact format provided, including slashes: MM/DD/YYYY •

In the third field, provide the last four digits of your **Social Security Number (SSN).** 

Note: If you are not a U.S. Citizen and do not have a Social Security number, you will not see the SSN field.

Click **Continue** to proceed to the next screen.

# Login Welcome! Your Corebridge Financial Life Insurance documents are available for review and electronic signature. To access your documentation, please log in by completing the information below. Reminder: This is a multiple step process that should be completed in one session. ZIP Code (5 digits) Date of Birth of the Primary Insured (MM/DD/YYYY) Last four of the SSN

Continue

Trouble logging in?

### **Example entries**

12345	5
Date of Birt	h of the Primary Insured (MM/DD/YYYY
01/01/1	985
Last four of	the SSN
1234	

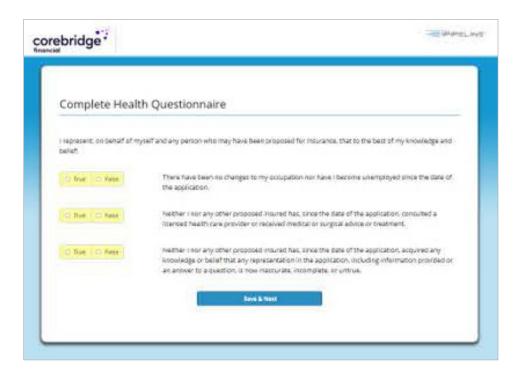
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# Complete Health Questionnaire

**Note:** This step is only presented to the person who will be insured in select situations.

Read each statement and click to verify if it is True or False.

In this example at right, all statements are True.



If any statement is False, a text box will appear where you will be asked to provide details.

After all three statements are answered, click **Save & Next** to proceed.

Also Note: You will not be able to return to this screen after proceeding.

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# Payment set-up: Initial screen

Please note: This step is only presented to the person who is paying for the policy.

To save you time, the payment details will be pre-filled with information you provided on your application.

### Payment options •

The premium payment frequency selected on the application will be pre-checked, and will also show the corresponding \$ amount.

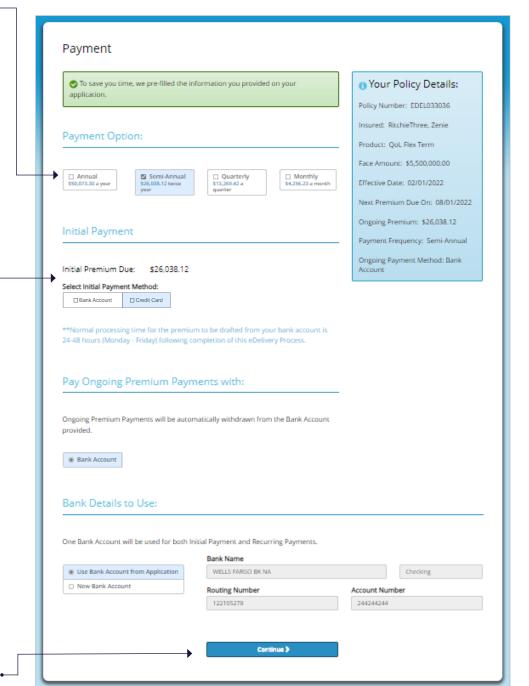
Depending on your policy type, you may see other Payment Options than what is shown at right. You may change between any of the options you see by clicking the box for your desired frequency. Corresponding amounts and dates in the blue box will be updated to match your selection.

### Initial Payment -

If you indicated an Initial Payment preference on your application, it will be pre-filled here. The example at right assumes you chose to pay initial premium by bank draft and provided account information.

Depending on your policy type, the premium amount or state where you reside, you may see less or different options for Initial Payment, including credit card. You can change your Initial Payment method by clicking the button for the method you wish.

Bank Details to Use: If you provided account information on your application, it will be pre-filled here. You may choose to enter a different bank account, and taken to a new screen to provide account details. Click Continue to proceed.



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# Payment set-up: Bank Account Details

**Please note:** The Bank Account details screen is only presented to the person who is paying for the policy, and only if the New Bank Account option is selected from the Payment screen.

Your name, date of birth, SSN and address will be pre-filled using information from the application.

Enter the bank information in the spaces provided.

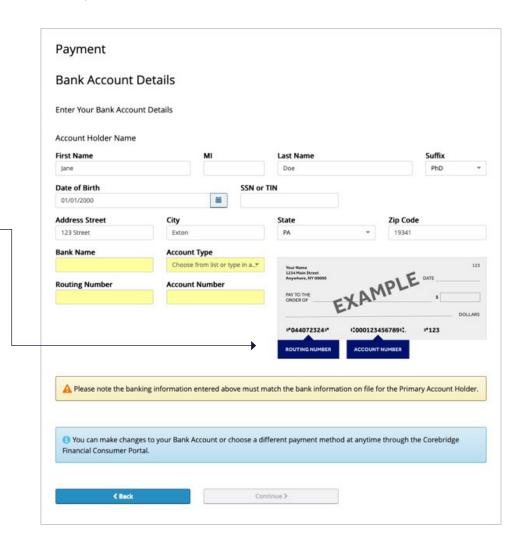
An example check is provided to show you where to find the routing number and account • number.

- Banking information entered must match the bank information on file for the Primary Account Holder.
- Enter the numbers exactly as they appear on the check or deposit slip.

**Note:** After entering the account number in the last field, click anywhere outside the field to enable the Continue button.

When all the fields are completed, click the **Continue** button to proceed.

To return to the previous
Payment screen to change the
payment method, click the
Back button.



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# Payment set-up: Credit card details

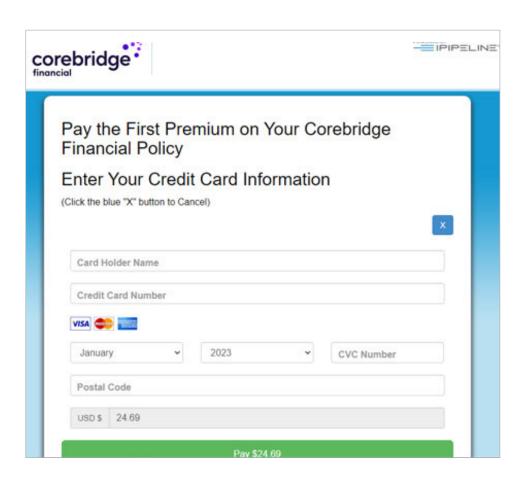
**Please note:** The credit card details screen is only presented to the person who is paying for the policy, and only if you have opted to pay the initial premium with a credit card.

Initial premium payment by credit card may not be available depending on your policy type, the premium amount or the state where you reside.

Enter the credit card information in the spaces provided.

- Enter the Card Holder
   Name using the name as it appears on your credit card.
- Do not enter spaces when entering the Credit Card Number.
- Use the Month and Year dropdowns to enter the card's expiration date.
- The CVC Number is the three- or four-digit code that is found on the back of your credit card.
- For Postal Code, enter your 5-digit ZIP code.

When all the fields are completed, click the **Pay** button to proceed.



### IF YOU CHANGE YOUR MIND ABOUT PAYING BY CREDIT CARD

Click the Blue X icon to cancel the request.

You will then return to the Payment screen where you can select from Bank Account and Direct Bill for initial premium payment.

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# **Location Affirmation**

Read the statement and click Yes if it is true or No if it is false. • If you click No, you will see a message that the signing cannot continue. You must return to the United States to complete the electronic policy delivery process. Location Affirmation I affirm that I am in the United States. Ves

No By continuing, you agree that all related aspects of this sale/application are taking place within the United States where the Producer and the Company are licensed to do business. Arry misrepresentation related to your location and relied upon by the Company may be used to reduce or deny a claim or void the policy if such misrepresentation materially affects the acceptance of the risk. City: Review eConsent Terms & Conditions Understanding of Terms Once you complete your eSignature, the initial payment in the amount of \$429.34 will soon be processed. Intelligence of the insurance company that issued my policy American General Lite Insurance Company (the "Company") or its representative to initiate a single electronic debit against the indicated bank account/the named depository institution or charge my debit/credit card for the payment of the initial premium in the amount indicated. 1 Your Policy Details Policy Number: EDI4132328 Insured: policytwo, UWojzMJR Product: AG SL III GUL Ongoing Premium authorize American General Life Insurance Company (the "Company") or its representative to automatically debit against the indicated bank account/the named depository institution for the amount indicated on an Effective Date: 12/04/2023 ongoing basis as premiums become due at the frequency indicated. Next Premium Due On: 01/04/2024 Ongoing Premium: \$429.34 Inderstand and agree that this transaction is subject to the acceptance by, and the terms and conditions of, the credit company/ named depository institution indicated. I also understand this Authorization is not a part of the Payment Frequency: Monthly Ongoing Payment Method: Bank Account policy/contract of insurance, and that if premiums are not paid within the applicable grace period, the coverage will lapse. I further understand and agree that the Company shall incur no liability if the bank/credit card company dishonors any amount charged under this Authorization. I also agree that this Authorization may be terminated at any time and for any reason by either myself or the Company upon notice to the other party.

Upon termination of this Authorization, the Company will bill me directly for any premium amount due Select Link below to review and print/download a copy of this agreement Consent of Electronic Signature, Records and Delivery of Policy Contracts Corebridge Financial Terms of Use By selecting this check box, you are indicating that you have read and agree to the terms
described and provided on this page. If you have any questions, please contact your agent Corebridge Financial Customer Service 800-280-2011 Hours: 8 am - 6 pm CST, Monday - Friday



**If you click Yes,** the page will expand for you to select your State and City as shown at left.

- Select your state from the drop-down menu by clicking the small downward arrow
- Type in the name of your city
- After typing in your city, click anywhere outside the City field to proceed

The expanded page will also provide your policy details for final review, including the premium amount, frequency and payment method you selected. **Note:** Depending on your payment preferences, you may not see all of the premium information shown at left.

To proceed, you will be asked to review **Consent of Electronic Signature/Terms of Use** on a separate web page.

- Select and click the link as noted to go to the page.
- After you have reviewed the eSignature consent and Terms of Use language, return to the Location Affirmation page.
- If you agree to the terms provided and described on the page, click the empty check box below the link.
   This will activate the **Continue** button.
- Click the Continue button to proceed.

If you wish to change your premium payment details, contact your Agent.



**Note:** After clicking **Continue**, you may experience a slight delay as the system builds your final policy package for signatures.

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# Signing the policy online: Introduction and Policy packet

### After clicking the Continue button (seen on the previous screen):

You will be guided through several documents for your review and electronic signature.

Each document in your policy needs to be carefully reviewed for accuracy prior to signing.

Depending on your policy, the documents presented to you may differ from the examples shown on the following pages. Continue e-signing each document as presented until you have reached the end of the policy.

### **Policy packet**

All signers will be presented with the policy packet which includes policy terms, conditions and applicable forms.

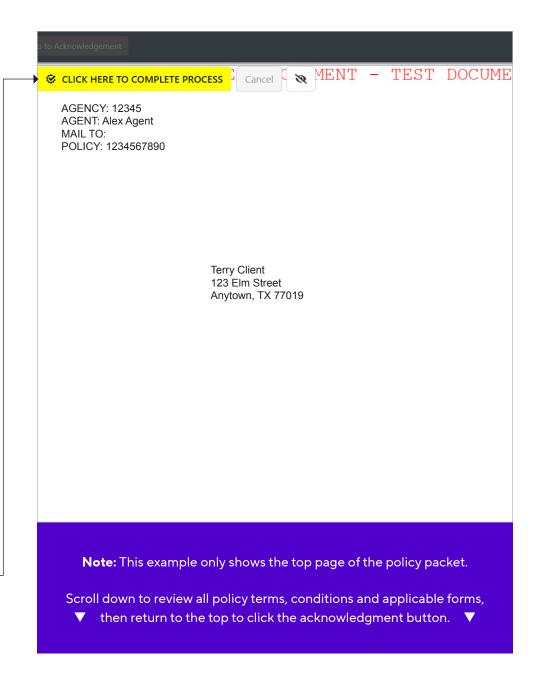
Depending on your policy, the packet may range from a dozen pages or more. The example at right only shows the first screen you will see. Scroll down through all of the pages in the policy packet and carefully review the language.

When finished, scroll back to the top and click the ● Click Here to Complete Process box to apply your electronic signature.



After clicking, the system may take 10-15 seconds or more to process before

automatically taking you to the final document to sign.



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# Signing the policy online: Additional documents (if needed)

Depending on your policy, you may also be asked to review and sign one or more of the following documents:

- Policy illustration acknowledgement
- Quotation acknowledgement
- Modified Endowment Contract acknowledgement
- Aviation Exclusion Rider (if you are the policy owner and the insured, you will be asked to sign the rider twice)

guaranteed of	RSTAND, AND AGREE TO elements illustrated are sub- not guaranteed. Finally, I ents, as expressed in Enc
me they are r	not guaranteed. Finally, I
	n and interpretation.
r's Signature	Date
no statement	nave explained that any s s that are inconsistent with allocated method.
	r's Signature and that I I no statement

# № Click Here to Sign Cancel Owner's Signature Date Joint Owner's Signature Date I certify that this quotation has been presented to the applicant, and that I have explained that the Owner should consult with his or her legal or tax advisor. I have made no statements that are inconsistent with the quotation. Infie Pzyfelfan 9/21/2022 Insurance Producer's Signature Modified Endowment Contract Acknowledgement

BY SIGNING THIS FORM, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTAND, AND AGREE TO THE FOLLOWING STATEMENTS:

I have received a copy of this quotation and understand it is not a contract. I have been advised to consult my own tax or legal advisors regarding the tax effects of the proposed Coverage. I understand that proper maintenance of the policy is essential, and it is recommended that I regularly review my policy. Annual reviews of my policy include review of the annual statement, review of my in-force quotation, review to determine whether any adjustments are necessary to my planned permitum payments, and review of distributions. I further understand the guarantees are directly affected by the amount or timing of premiums paid. Finally, I also understand the policy

form and any attached riders, endorsements or amendments, as expressed in English, contain the controlling terms of my insurance contract for the purposes of application and interpretation.

Complete if Aviation Exclusion pertains to the Proposed Insured

FOR USE WITH ADULT APPLICATIONS

### American General Life Insurance Company

AVIATION EXCLUSION RIDER

I request that the following rider be made a part of any policy issued on the basis of my application dated August 15, 2022.

This limitation outlined above will also apply to any reduced paid-up or extended term insurance placed in force under the terms of this policy. Such

limit will be included in any policy to which this

the conditions and exceptions contained in such

Incontestability. The following paragraph is hereby added to the Incontestability provision of the

benefit will not be affected by this provision.

policy may be changed or converted.

Aviation Exclusion. The following risks are not

Operating, riding in or descending from any kind of aircraft while in flight if the Insured:

1. Is a pilot, officer or member of the crew; or

- 2. Is giving or receiving any kind of training or
- 3. Has any duties aboard such aircraft; or
- 4. Is being flown for the purposes of descent from such aircraft while in flight.

Liability Under This Policy. If the Insured dies due to any of the above conditions, our liability will be limited to a single sum equal to the premiums paid on this policy less any policy loans and less any partial surrenders paid.	The provision does not apply to the limitations contained in the "Aviation Exclusion Rider". The defense by us of any claim based on such limitations shall not be construed to be a contest of this policy.
9/21/2022	Click Here to Sign Cancel
Date	Signature of Proposed Insured
Date	Signature of Owner if other than the Proposed Insured
ATTACHED TO AND FORMING A PART OF POLICY(S) NO.	
AMERICAN GE	NERAL LIFE INSURANCE COMPANY
	Magain

The Technical and Miscellaneous Revenue Act of 1988 established a class of life insurance policies termed "Modified Endowment Contracts". Any life insurance Policy that received monies in excess of prescribed amounts will be classified as a "modified endowment contract".

Your plan of insurance, as proposed, would not pass that statutory test and is being treated as a "modified endowment contract". You should be aware that:

- Any cash distributions, withdrawals, loans and interest on loans if capitalized, or assignments made at any time during the life of the Policy (other than death) will be included as part of your taxable income to the extent that the Policy reflects an accumulation value in excess of
- 2. Such distributions will also be subject to a 10% penalty tax (on amounts includable as income) the owner is a corporation, such proceeds may be subject to the 10% penalty tax at any time.)
- 3. Death benefits of modified endowment contracts are treated as life insurance proceeds and, accordingly, are not subject to income tax to any named beneficiary.

I acknowledge that I have read this disclosure statement and understand that the proposed plan of insurance results in treatment as a modified endowment contract and thus will be subjected to special tax treatment as outline above.

<u>l</u> Click Here to Sign	Cancel	100	9/21/2022
Owner's Signature			Date
Joint Owner's Signature			Date
Inlie Pzvfelfah			9/21/2022
Witness			Date

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# Signing the policy online: Acceptance and Amendment of Application

# **Policy Acceptance** and Amendment of **Application**

Depending on your earlier selections, you may not see this document.

Policy Acceptance and Amendment of Application

- F American General Life Insurance Company, 2727-A Allen Parkway, Houston, Texas 77019
- The United States Life Insurance Company in the City of New York, 28 Liberty Street, 45th Floor, New York, NY 10005-1400 A member of American International Group, Inc. (AIG)

In this amendment, the "Company" refers to the insurance company whose name is checked above.

The insurance company shown above is solely responsible for the obligation and payment of benefits under any policy that it may issue. No other company is responsible for such obligations or payments.

Proposed Insu	ıred				
Primary Propose	d Insured: First Name	MICHAEL ANGELO	MI	Last Name	tomone
Other Proposed	Insured: First Name		MI	Last Name	
Policy Number:	EDEL072263				

I hereby acknowledge receipt and acceptance of the policy described below. I also accept all matters set forth in the policy which was issued that differ from the policy for which application was made. I understand and agree that the original application is deemed to be altered as follows:

· Application amended with Does any Proposed Insured have any existing or pending annuities or life insurance

I represent, on behalf of myself and any person who may have been proposed for insurance, that to the best of my knowledge and belief:

- 1. There have been no changes to my occupation nor have I become unemployed since the date of the application; or
- 2. Neither I nor any other proposed insured has, since the date of the application:
  - a. Consulted a licensed health care provider or received medical or surgical advice or treatment; or
  - b. Acquired any knowledge or belief that any representation in the application, including information provided or an answer to a question, is now inaccurate, incomplete, or untrue

Exceptions: 11223344 his is a test this is a test this is a test this is a test

23456 this is a test
123456 this is a test this is and Amendment of Application.

Carefully review the document and click the Click Here to Sign . box to apply your electronic signature.



After clicking, the system may take 10-15

seconds or more to process before taking you to the Completion screen.

Agreement: I hereby represent that I have read (or have had read to me) and understand the statements made above. I agree that this Policy Acceptance and Amendment of Application will be made a part of the policy. Proposed Insured (PPI) Signature (if other than Owner) Owner Signature 19 ▶ Click Here to Sign Cancel (If under age 16, signature of parent or guardian) Owner signed on (date) 9/21/2022 Show title of officer if signing for the business. Other Proposed Insured (OPI) Signature (if other than (If under age 16 and coverage exceeds \$500,000, signature of both parents required.) OPI signed on (date)\_

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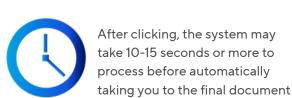
# Signing the policy online: Short Health Statement

### **Short Health Statement**

Depending on your earlier selections, you may not see this document.

First Name  MI Last Name  Date of Birth represent, on behalf of myself and any person who may have been proposed for insurance, that to the best of insurance, that in the policy insurance insurance, that it is that any representation in the application; and insurance insurance insurance, and insurance insurance insurance, and insurance insurance insurance insurance insurance insurance.  MI Last Name  Date of Birth  Date of Box and Society  Date of Birth  Date of Box ance of the application  Date of the application				nort Health Statemen (nown):1234567890
The United States Life Insurance Company in the City of New York, 175 Water St, New York, Namember of American International Broup, Inc. (AIG) this form, the "Company" refers to the insurance company whose name is checked above. The Company is the obligation and payment of benefits under any policy that it may issue. No other Company is responsible to the obligation and payment of benefits under any policy that it may issue. No other Company is responsible to the obligation and payment of benefits under any policy that it may issue. No other Company is responsible to the obligation and payment of benefits under any policy that it may issue. No other Company is responsible to the obligation and payment of benefits under any policy that it may issue. No other Company is responsible to the obligation and payment of benefits under any policy in the time of the application.  There have been no changes to my occupation nor have I become unemployed since the date of the application. Neither I nor any other proposed insured has, since the date of the application:  a. Consulted a licensed health care provider or received medical or surgical advice or treatment; or b. Acquired any knowledge or belief that any representation in the application, including information provide question, is now inaccurate, incomplete, or untrue.  In the event any exception is noted herein, the policy referenced above must not be delivered and we serves the right to receive, review, and act upon this Short Health Statement and any other requirement. All of the above answers are full, complete and true to the best of my knowledge and belief, and a f, the application for insurance.	American General Lit	fe Insurance Company, 2727-A Allen Parl	kway, Houston, TX 77019	
this form, the "Company" refers to the insurance company whose name is checked above. The Company is rethe obligation and payment of benefits under any policy that it may issue. No other Company is responsible to the obligation and payment of benefits under any policy that it may issue. No other Company is responsible to the obligation and payment of benefits under any policy that it may issue. No other Company is responsible to the obligation and payment of benefits under any policy that it may issue. No other Company is responsible to the obligation and payment of benefits under any policy and to the deleter of the application.  There have been no changes to my occupation nor have I become unemployed since the date of the application:  a. Consulted a licensed health care provider or received medical or surgical advice or treatment; or b. Acquired any knowledge or belief that any representation in the application, including information provide question, is now inaccurate, incomplete, or untrue.  In the event any exception is noted herein, the policy referenced above must not be delivered and we exerves the right to receive, review, and act upon this Short Health Statement and any other requirement. All of the above answers are full, complete and true to the best of my knowledge and belief, and a fi, the application for insurance.			w York, 175 Water St, New York,	NY 10038
Terry	this form, the "Company" i	refers to the insurance company whose name	e is checked above. The Compan	y shown above is <b>solely</b> responsib
First Name  MI  Last Name  Date of Birth  represent, on behalf of myself and any person who may have been proposed for insurance, that to the best of represent, on behalf of myself and any person who may have been proposed for insurance, that to the best of represent, on behalf of myself and any person who may have been proposed for insurance, that to the best of representation in the application:  a. Consulted a licensed health care provider or received medical or surgical advice or treatment; or  b. Acquired any knowledge or belief that any representation in the application, including information provide question, is now inaccurate, incomplete, or untrue.  Acceptions:  The event any exception is noted herein, the policy referenced above must not be delivered and we beserves the right to receive, review, and act upon this Short Health Statement and any other requirement. All of the above answers are full, complete and true to the best of my knowledge and belief, and a fifthe application for insurance.	•	ent of benefits under any policy that it may issu	ie. No other Company is responsi	ble for such obligations or payment
First Name  MI Last Name  Date of Birth represent, on behalf of myself and any person who may have been proposed for insurance, that to the best of There have been no changes to my occupation nor have I become unemployed since the date of the application.  Neither I nor any other proposed insured has, since the date of the application:  a. Consulted a licensed health care provider or received medical or surgical advice or treatment; or  b. Acquired any knowledge or belief that any representation in the application, including information provide question, is now inaccurate, incomplete, or untrue.  Receptions:  The event any exception is noted herein, the policy referenced above must not be delivered and we reserves the right to receive, review, and act upon this Short Health Statement and any other requirugent Instructions: If exceptions or changes are noted above, do not deliver the policy and consult with the largerement: All of the above answers are full, complete and true to the best of my knowledge and belief, and aft, the application for insurance.	Proposed Insured			
represent, on behalf of myself and any person who may have been proposed for insurance, that to the best of the application. There have been no changes to my occupation nor have I become unemployed since the date of the application. Neither I nor any other proposed insured has, since the date of the application:  a. Consulted a licensed health care provider or received medical or surgical advice or treatment; or b. Acquired any knowledge or belief that any representation in the application, including information provide question, is now inaccurate, incomplete, or untrue.  Acceptions:  In the event any exception is noted herein, the policy referenced above must not be delivered and we asserves the right to receive, review, and act upon this Short Health Statement and any other require gent Instructions:  If exceptions or changes are noted above, do not deliver the policy and consult with the Ingreement: All of the above answers are full, complete and true to the best of my knowledge and belief, and a fi, the application for insurance.	Terry			555-55-5555
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Carefully review the document and click the Click Here to Sign • box to apply your electronic signature.



to sign.

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# Signing the policy online: Bank draft authorization (final screen)

### **Bank Draft Authorization**

If you have elected to pay any of your premium via bank draft, this is the last document you will be asked to sign.

► If you are not paying a premium via bank draft, you will NOT see this screen.

If you are presented with this document, carefully review it and then click the **Click Here to Sign** — box to apply your electronic signature.



After clicking, the system may take 10-15 seconds or more to process before automatically taking you to the Completion screen (see page 18).



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# Signing the policy online: Cancelling the delivery process

# If you wish to cancel the signing

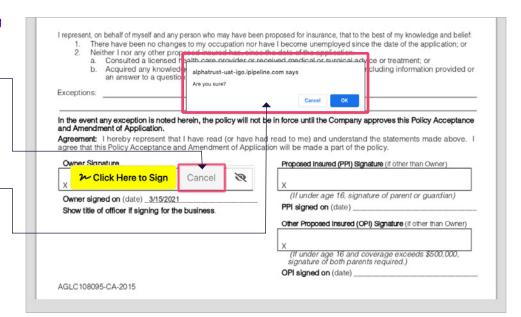
At any time, you may cancel the signing by clicking the **Cancel** button which is located next to the signature button.

After you click Cancel, a pop-up message will ask "Are you sure?". Click the OK button to confirm cancellation.

If you cancel the signing process, you will be taken to a **Signing Suspended** screen.

### You have two options:

- If you want the signing
   process to remain open so you
   can return and complete the
   signatures later, simply close
   and exit the browser without
   action. If you do this, you may
   return to the document and
   resume signing using the
   original access link.
- 2. If you want to cancel the signing process (transaction), click both of the checkboxes provided on the screen (as shown at right). This will generate a field where you can send a message to yourself, your financial professional and, if applicable, a separate payor or insured.







**Note:** If you cancel the signing process, a notification will be emailed to your financial professional. Your policy will not be activated and your payment selections will not be applied.

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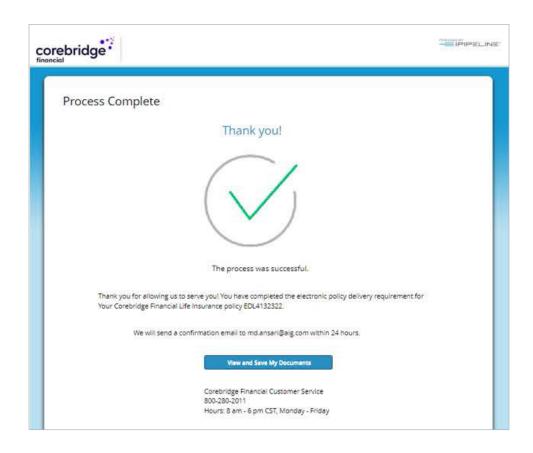
# Completion screen and next steps

Congratulations! After you have electronically signed your policy, you will be taken to a screen that verifies the process was successful.

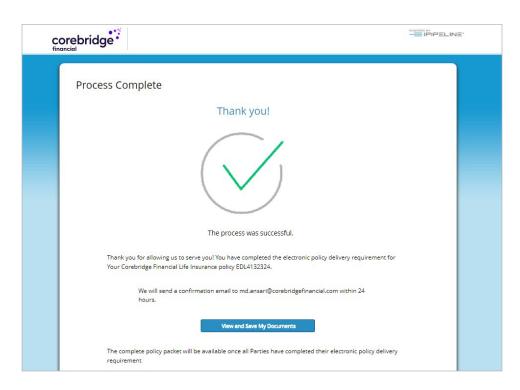
You will immediately receive a "Thank You" confirmation email (see next page).

If you paid your Initial premium by credit card, the payment will be collected immediately.

If you paid an Initial premium using your bank account, the payment will be collected within 24-48 hours, Monday through Friday.



**Note:** If you are to be insured under the policy but are **not** paying for the policy, you will see a slightly different screen shown at lower right.



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# **Confirmation email**

# Confirmation email to policy owner

You will immediately receive a confirmation email that your delivery process is complete. It will also include a link to your completed documents in our customer website.

### Your Corebridge Financial Life Insurance policy – Thank you confirmation

From: Corebridge Financial New Business < DocFastNBsupport@corebridgefinancial.com>

To: Terry Client



Dear Terry Client,

Thank you for allowing us to serve you! You have completed the electronic policy delivery requirements for your Corebridge Financial Life Insurance policy.

If not previously paid, based on the information provided, your payment will be processed.

What's next?

- 1. Login to the Corebridge Financial Consumer Portal
- 2. Verify your Identity (if applicable)
- 3. Select the Policy Number from the "Choose a Policy" drop down menu (if applicable)
- 4. Select "View Policy Details" Button
- 5. Select "Download Policy Packet" Button

### **View and Save My Documents**

Thank you for choosing Corebridge Financial for your Life Insurance needs.

Sincerely

Corebridge Financial

### Confirmation email to insured

**Note:** If you are to be insured under the policy but are not paying for the policy, you will receive a slightly different email, shown at right.

### Your Corebridge Financial Life Insurance policy – Thank you confirmation

From: Corebridge Financial New Business <DocFastNBsupport@corebridgefinancial.com>

To: Terry Client



Dear Terry Client,

Thank you for allowing us to serve you! You have completed the electronic policy delivery requirements for your Corebridge Financial Life Insurance policy.

If not previously paid, based on the information provided, your payment will be processed.

What's next?

- 1. Login to the Corebridge Financial Consumer Portal
- 2. Verify your Identity (if applicable)
- 3. Select the Policy Number from the "Choose a Policy" drop down menu (if applicable)
- 4. Select "View Policy Details" Button
- 5. Select "Download Policy Packet" Button

### View and Save My Documents

Thank you for choosing Corebridge Financial for your Life Insurance needs.

Sincerely Corebridge Financial

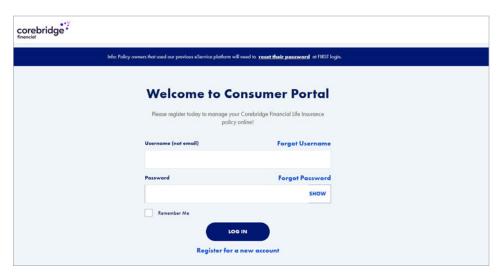
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# Viewing or printing your policy documents

# **Policy owners only**

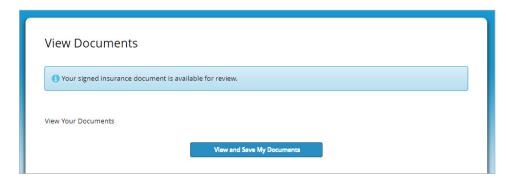
If you are the policy owner (paying for the policy), when you click the View And Save My Documents link in your Thank You confirmation email, you will be taken to our customer website.

Login to view your policy, set up or adjust payments, and manage your account.



# **Insureds only**

If you are the insured but not paying for the policy, you will be returned to DocFast where you can access and download your policy documents.



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# General FAQs and troubleshooting, 1 of 2

# **GENERAL QUESTIONS**

### Q: Can I use my smart phone or tablet to complete the electronic delivery process?

A: Yes. The eDelivery can be completed using the touchscreen capability for a laptop, mobile device or tablet. If you use a mobile device or tablet, it will be detected and the display will be adjusted to optimize readability.

### Q: I was logged out of my session due to inactivity. How can I resume the signing?

A: You will be logged out of the system for security purposes after about 20 minutes of inactivity. You may log back in and resume the process by clicking the Get Started link in your email notification. That will take you to your log-in page. After logging back in, you will be returned to your last active screen.

# Q: How do I get back into the system if I don't finish in one session?

A: You should be able to complete the electronic delivery process in one session. However, if you need to stop the process before finishing, you can resume your sessions by clicking the Get Started link in your notification email. After logging back in, you will be returned to your last active screen.

### Q: What should I do if I lose or accidentally delete my notification email?

A: Please contact your financial professional to send you a new link. Please note: The link in the earlier email will be disabled after a new email is sent, so be sure to use the link in the most recent email.

# Q: I tried logging back in but my log-in failed and I'm now locked out. How can I get back in?

- A: Contact your financial professional so a new link can be emailed to you. Please use the new link to logon; the older link will be disabled. When logging in, please be sure to enter:
  - Your five-digit ZIP code
  - Date of birth for the person who will be insured (Primary Insured) in this exact format (including slashes): MM/DD/YYYY
  - The last four digits of your Social Security number (SSN)

Note: If you are the policy owner (paying for the policy) and if you previously completed your Consumer Portal registration, you may also resume signing by logging back into the <u>Consumer Portal.</u> From there, you'll be offered an option to complete the e-Signature process.

### Q: What should I do if I want to stop or cancel the delivery process?

A: You may stop the delivery process at any stage by exiting the system and closing your browser. If you choose to resume later, simply click the Get Started link in your notification email. After logging back in, you will be returned to your last active screen.

You may cancel the delivery process during the final signing stage, by clicking the Cancel button which is located next to each signature link (as shown on page 17). If you cancel the signing process, a notification will be emailed to your financial professional. Your policy will not be activated, and your payment selections will not be applied.

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# Payment FAQs and troubleshooting, 2 of 2

# Q: Why did I receive a thank you confirmation and email if additional parties still need to sign and complete delivery requirements?

A: Whenever there are two parties (the person to be insured, and the person who will be paying the premiums), both parties will receive an email notification when they have completed their part of the process. An additional email will be sent to all parties after all parties have completed signing.

# **PAYMENT QUESTIONS**

## Q: What are my options for paying my initial premium?

A: Depending on factors including your policy type, premium amount and state where you reside, your initial premium payment options may include paying by electronic draft from your bank account, direct billing or credit card. Whichever options are available to you will be presented on the Payment Set-up screen (see page 8).

# Q: If I choose to pay my initial premium by bank draft, when will the payment show up on my bank account?

A: The normal processing time for a payment to be drafted from your bank account is within 24-48 hours, Monday through Friday, following completion of the eDelivery process.

# Q: Will my credit card payment or bank draft go through if I don't complete the eDelivery process?

A: No. The payment will only register once you have completed the eDelivery process, including all signatures.

### Q: Can I adjust the frequency for my premium payments during the eDelivery process?

A: It depends on the type of policy you have. If you are presented with several options on the Payment Set-up screen (as shown on page 8), you may select any of the options available. Some policies may only offer one frequency option during eSigning, but can be updated later through our customer website.

### Q: What are my options for paying my ongoing premiums?

- A: Depending on the premium frequency you select, you may pay your ongoing premiums either of two methods
  - Bank draft: Available for monthly, quarterly, semi-annual (twice a year) and annual premiums.
  - Direct bill: Available for quarterly, semi-annual and annual premiums. Please note, the default for direct bill is email unless mail is selected.

# Q: How can I make changes to my bank account or payment options after completing the eDelivery process?

A: You may change your bank account or payment options at any time online through our <u>customer website</u>. There may be some exceptions depending on your policy status. You can also find a link to our customer service site at <u>corebridgefinancial.com/support</u>

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