



Commercial Insurance
Institutional Markets | Pensions



Single Premium Group Annuity

Contract Installation and Benefit Administration Guide

April 2015

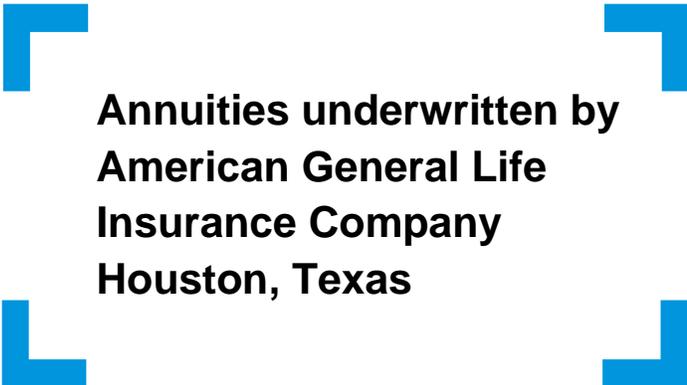
Single Premium Group Annuity Contract Installation and Benefit Administration Guide

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**Annuities underwritten by
American General Life
Insurance Company
Houston, Texas**



Overview

The U.S.-based life insurers of AIG are American General Life Insurance Company (“AGL”), The United States Life Insurance Company in the City of New York and VALIC.

As a part of AIG, we offer a full portfolio of investment and income solutions that have been keeping promises to American families and businesses since 1850.

- 160 years in business
- 12 million customers served¹
- \$38 billion in promises kept²
- \$301 Billion Assets Under Management
- Shareholder’s Equity of more than \$37.5 Billion
- Nearly \$900 billion of life insurance in force

Our mission is to be the premier provider of protection, investment and income solutions needed for financial and retirement security. We are committed to providing better, more innovative ways of helping to protect group and individual financial security.

- With 64,000 employees in more than 130 countries serving 88 million customers around the globe, AIG is the world’s largest insurance organization and is among the top 5 largest U.S. life insurance organizations.
- Deeply experienced, financially strong, balanced portfolio offering mortality, spread and fee-based products that provide real solutions to meet customer needs.
- More than 25,000 groups serving nearly 2 million pension participants. Pioneers and innovators in non-profit, education and healthcare workplace for group retirement savings and investment plans and income solutions.
- Leading provider of both fixed and variable annuities, and term and universal life insurance. Top seller of annuities through banks for 17 years.

Pension Risk Transfer experts:

- Group Annuity contract liabilities of \$2.7 billion
- 620 employer contracts
- Serve more than 101,000 annuitants

Established, well-respected pension buyout presence for 35+ years providing customized group annuity solutions through underwriting expertise, contract flexibility, financial strength and administrative excellence.

¹ Source: Statutory Annual Statements for AGL and USL. AIG companies’ details are available at www.aig.com and include American General Life Insurance Company. The licensed insurance company underwriting the product is responsible for its own financial condition and contractual obligations.

Investments

AMERICAN GENERAL LIFE INSURANCE COMPANY as of December 31, 2014 (in thousands)

Total Assets	\$ 165,661,919
Total Liabilities	\$ 152,709,015
Separate Account (and segregated account) Assets	\$ 41,847,549
Total Capital & Surplus	\$ 9,166,744

Cash and Invested Assets	\$ 116,969,912	
Bonds	\$ 96,731,655	83%
Stocks	\$ 461,502	<1%
Mortgages	\$ 8,085,993	7%
Real Estate	\$ 210,873	<1%
Contract Loans	\$ 1,500,915	1%
Derivatives, Receivables Write-Ins	\$ 1,520,163	1%
Other Invested Assets	\$ 7,545,265	6%
Cash & Short Term	\$ 936,514	1%

Total Bonds	\$ 97,657,799	
NAIC Class 1	\$ 59,082,569	61%
NAIC Class 2	\$ 32,754,362	34%
NAIC Class 3	\$ 3,414,434	4%
NAIC Class 4	\$ 1,827,275	2%
NAIC Class 5	\$ 222,076	<1%
NAIC Class 6	\$ 357,084	<1%

Total Revenue (Income)	\$ 21,595,749
Premium and Annuity Considerations	\$ 14,150,500
Earnings before Dividends and Taxes	\$ 2,273,034
Net Operating Earnings	\$ 1,862,124
Net Income	\$ 1,861,928

- Fixed income and cash investments are well-diversified with 94% rated investment grade
- Minimal exposure to Alt-A and sub-prime mortgages of approx. 4.4% of invested assets
- No material debt, surplus debentures or similar obligations

Ratings (as of April 2015)

AGENCY	RATING	OUTLOOK
Standard & Poor's	A+ Strong (Fifth highest rating of 21 ratings)	Stable
Moody's Investor Service	A2 Good (Sixth highest rating of 21 ratings)	Positive
Fitch Ratings	A+ Strong (Fifth highest rating of 21 ratings)	Positive
A.M. Best Company	A Excellent (Third highest rating of 16 ratings)	Stable

A Note about Life Insurance Companies and Ratings

Insurance is a highly regulated industry. All insurance companies doing business in the United States are regulated by state law, and required to maintain enough capital and surplus to satisfy their obligations to their policy holders. The type and quantity of investments in which insurance companies may invest surplus capital is also limited by state law.

Each life insurance company is individually responsible for the liabilities associated with the business that it sells. In addition, each insurer is individually regulated by its state of domicile for compliance and financial solvency independent of its parent or affiliates. This includes ongoing financial reporting to the regulator and undergoing periodic financial examination. American General Life Insurance Company is regulated by the Texas Department of Insurance.

In accordance with state insurance requirements and investment guidelines, an insurer's general account is primarily invested in high quality investment grade fixed income securities (bonds). The investment objective of the general account is to optimize yield, adjusting for credit risk, liquidity and liability characteristics. State insurance regulations are substantial and are designed to preserve and enhance the solvency of the general account and to assure that the contractual obligations to our policy holders are fulfilled. These regulations, along with the conservative investment requirements, help to safeguard policy holders.

Guarantees provided in an insurer's annuity contracts and life insurance policies are backed by its general account. In some cases, an insurer may offer a guaranteed separate account from which benefit payments are made each month and, in the event that the assets in the separate account are not sufficient to make the benefit payments when due, the insurer withdraws assets from the general account to make benefit payments. The insurer owns all the assets in the separate account and none of its assets supporting the benefits are chargeable with liabilities arising out of any other business of the insurer. The general account supports only the obligations of the insurer and is not obligated to support any other businesses, member companies or parent companies.

Independent ratings agencies, such as A.M. Best, Moody's, Standard & Poor's and Fitch, provide opinions on an organization's ability to meet its financial obligations to its policy holders, creditors and shareholders. Generally there are two components to ratings — a credit rating and a financial strength rating. Credit ratings, or long-term debt ratings, are an evaluation by the ratings agencies of the creditworthiness of an organization and its ability to pay its short- and long-term debt. Financial strength ratings are an evaluation by the ratings agencies of an insurer's ability to meet its obligations to its policy holders. Some insurance organizations may have different ratings for debt and financial strength.

Awards

- 2014 For seven years in a row, American General Life Insurance Company has received the Achievement in Customer Excellence (ACE) award from Conformat, which recognizes outstanding achievement in customer excellence. We design our service from the outside-in, with technology and service centers designed to exceed your expectations. In addition, our customer feedback program alerts us to service issues in real-time and allows us the opportunity to make continuous enhancements
- 2013 Awarded DALBAR's Annuity Service Award for 7th consecutive year
- 2012 PlanSponsor Magazine Best-in-Class Awards for Participant Services (six categories)
- #4 Annuity Service Call Center Evaluation
- "Very Good" ranking for Client/Investor Statements for 11th consecutive year
- #2 ranking for Producer Website among Life Insurance and Annuity websites for Financial Professionals

Service Award



The DALBAR Service Award symbolizes the achievement of the highest tier of service to customers within the financial services industry. It is awarded only to those firms that exceed industry norms in key service areas. The winners of this award can confidently consider themselves service leaders within the financial services industry.

Financial Services Communications Seal



The DALBAR Financial Services Communications Seal is a mark of excellence awarded to financial services communications that excel in meeting the needs of consumers. The Communications Seal applies the same standards of excellence to a variety of media, ranging from investor statements to websites.

Dalbar's Service Quality Measurement program provides an annual ranking of the level of telephone service being provided by various financial services firms. These rankings are based on four detailed criteria including the representative's Attitude, the level of Accommodation, the level of Expertise displayed and how effectively Interruptions to the flow of the call were handled.

Each quarter Dalbar's WebMonitor team identifies the best-in-class financial services websites. The rankings below list the industry-leading firms which earned an "Excellent" or "Very Good" designation for the market segment and time period selected.

2012 Confirmit, Inc. honored American General with the CustomerSat Achievement in Customer Excellence (ACE) Award for exceptional customer service satisfaction. The CustomerSat ACE Award is designed to demonstrate an organization's rigorous use of customer feedback processes, outstanding performance as measured by those processes, proven success in customer satisfaction and loyalty, and recognition of these centers by its customers. Confirmit also recognized American General with a special inaugural award for Best Use of the Confirmit EFM System for the Life Contact Center in competition with Confirmit customers across all industries. The Life Contact Center not only uses the direct customer feedback to enhance and improve business processes, but also tracks satisfaction scores at the customer service representative level.



Commitment to Group Annuities: Unparalleled Expertise

AIG's Pension Risk Transfer team includes more than 40 experienced professionals dedicated exclusively to group annuity underwriting and pricing, product development and contract services, investments, actuarial, risk management, accounting and asset/liability management, new business and in-force client support, including participant administration, legal, IT and financial support and a specialized, stand-alone Pension Annuity Service Center.

Our Pension Annuity Service Center is a fully staffed payment facility located in Wilmington, Delaware and is responsible for all participant and client level services with particular knowledge of pension plan terminations and benefits administration. Many of us have been working together for more than 20 years. Our first pension terminal funding annuity was installed in 1977 and we service several contracts in excess of 5,000 annuitants. In the past 10 years, AIG Life and Retirement has issued pension closeout contracts around the world, more than \$1 Billion, in the U.S., Canada and U.K.

AIG considers pension annuity administration a core competency and we do not utilize external administration arrangements. We perform the services as lead administrator for most of our clients and have several contracts in which we "bulk" pay to a client's trust and perform regular reconciliations and audits. In 2011, we installed a new group annuity block of business of more than \$425 million covering multiple plans and contracts and, our largest contract continues to provide direct benefit services to more than 7,800 annuitants.

Your Underwriter is your primary contact and is most familiar with your plan specifications, annuity provisions and benefit calculations, and services required to accurately install your contract. Your Underwriter leads the pricing of data and will remain as your primary contact throughout contract implementation, from writing the Proposal and handling participant data, reconciliation, and drafting of your Contract and participant Certificates.

AIG PENSION RISK TRANSFER

- Leadership Role in group annuity and retirement services solutions for 35 years.
- More than 30,000 Group Annuity Pension Contracts for DB and DC programs
- Serve more than 3.3 million plan (group) and individual (retail) annuitants
- Contract sizes offered from \$ millions to \$ billions, including:
 - Single Premium Group Annuity Plan Closeout and Settlement (Carve-out)
 - Group Retirement Products for Defined Contribution programs
 - Terminal Funding (Recurring Premium) – Defined Benefit / Defined Contribution (401k, Money Purchase) 403(b), Education, Government, Health Care Services market leader
 - Non-Qualified Group Annuity Buyout (e.g. SERP, Deferred Compensation)

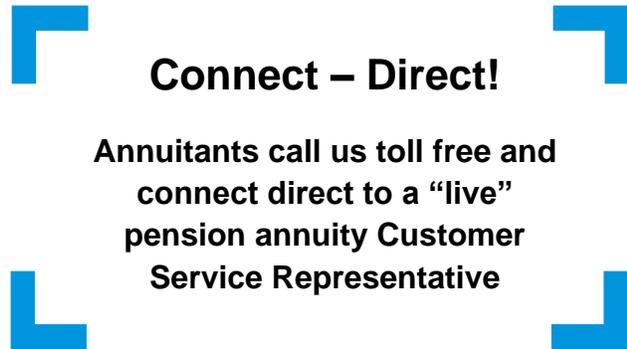
Pension Administration

Pension payments and participant services are administered on our dedicated Pension Annuity Payment System, an on-line database allowing quick and efficient access by our service staff for telephone inquiries. This on-line mainframe administrative system is used by many annuity companies and we regularly upgrade with modifications supplied by the vendor to meet our processing needs.

Our Payment System affords efficient case load processing through its ability to install thousands of participants simultaneously without manual intervention. Customization modules provide flexibility in setting up unique payment arrangements beyond standard address and tax reporting functions; including cash balance and employee contribution accounts, temporary supplements, optional medical or life insurance deductions, COLAs, temporary mailing address capability, check stub messaging, and other plan features.

Customer Service Representatives have immediate access to an on-line database allowing quick and efficient retrieval of participant information during telephone inquiries. We do not use phone trees and IVR.

All participant correspondence history -- incoming and outgoing communications -- including telephone calls, written, email, voicemail and document images are scanned or recorded by a Work Management Imaging System for same day availability and are at computer desk-top service level for easy retrieval by CSRs during live calls. Additional desktop tools permit paperless processing for many services, including check confirmation, request for stop-payment or re-issuance, automated document printing of service forms and tax information, EFT set up, address change, spousal/beneficiary changes, income verification, death claims, and benefit commencement.



PENSION ADMINISTRATION CAPABILITIES

- On-line access by live service personnel
- Individual insured records
- Federal and State tax withholding forms and reporting
- EFT or paper checks
- Check stub messaging
- Benefit Commencement
- Spousal Consent
- Performance monitoring and reports
- Optional Medical, Life Insurance or other deductions
- Benefit Commencement Reminders
- Client database analysis
- Production and mailing of Welcome Letters and Certificates
- Annuitant Locator Service
- Customized forms printing service
- Relative Value calculations

Insured Services

Annuitants receive an introductory Welcome Letter and Data Verification form before their first monthly annuity payment. The letter introduces our company and provides the names, addresses, and telephone numbers of our Pension Administration staff. Data Verification allows us to identify and resolve data discrepancies with you early in the contract installation process.

INSURED SERVICES

- Retirement benefit calculations and commencement
- Payment inquiries
- Address and bank changes
- Replacement of lost or stale checks
- Tax withholding adjustments
- Housing verification requests
- Death claim benefit payments
- Tax reporting forms

AIG follows a Total Quality Management process utilizing customer surveys and a continuous review of service and systems procedures. Production, quality, costs and timeliness are evaluated monthly and reviewed by senior management. Several key customer service statistics are reported in this Guide. All of these elements are part of our commitment to excellence and service. Our Manager maintains insurance management operations designations, including the Fellow of the Life Management Institute (FLMI) and continuing education requirements for several state regulatory agencies. All Customer Service Representatives participate in company training programs designed to maintain high standards of customer service and are tracked, reported and reviewed monthly.

CSRs have an average tenure of 14 years with average turnover of 8%. Cross-trained staff working staggered schedules ensures adequate coverage during peak times (e.g., spikes after notification and welcome letters, certificates, tax reporting season, etc.). First-contact resolution of 84% reduces repeat calls on the same issue.

Service Standards and Response Times

ACTION	FORM / DESCRIPTION	RESPONSE
Incoming Telephone Calls	Time to reach live CSR (answered live – no prompts / IVR required)	Standard is 20 seconds. Actual run rate is 8 seconds.
Early and Normal Retirement Quotations	Telephone or written request for Benefit Commencement	Standard for mailing quote is five days
Optional Benefit Form Calculations	Telephone or written request for Benefit Commencement	Calculation mailed within five working days
Changes in Beneficiary/Spousal Consent Designations	Written confirmation from the annuitant is required	Confirmation within five working days
Establishment of Beneficiary as Payee on Death of Primary Annuitant	Copy of the death certificate, marriage certificate, employee beneficiary forms and withholding form is required	Changes are processed within five working days
Electronic Funds Transfer Payments	EFT annuitants automatically added via client's bank register. New EFT payees complete authorization form and return for verification and coding.	First payment after EFT is verified will be made by EFT



Performance

We set high service standards and achieve exceptional performance, as shown in our monthly Pension Administration report and survey. We enjoy favorable reviews from pension consultants and brokers who regularly purchase our group annuity products and from the plan sponsors they serve, including several firms that have made on-site visits to observe our team in action.

PENSION ADMINISTRATION SERVICES Performance

Customer Satisfaction	GOAL	JAN 2015	3 MTH AVG
Customer Satisfaction Index*	97%	99%	98%
Timeliness			
Service Requests (% within 5 days)	95%	96%	97%
Funds Transfers	100%	100%	100%
Accessibility			
Percentage of Calls Answered	98%	100%	99%
Service Level (% answered in 30 seconds or less)	98%	100%	99%
Quality			
Phone Accuracy	97%	98%	99%
Written Participant Changes Accuracy	97%	99%	99%
Benefit Quote Calculation Accuracy	97%	99%	98%
HUB Accuracy (Imaging, Indexing, Mail, etc...)	97%	99%	99%

*Customer Satisfaction Index is the proportion of customers responding “very satisfied” or “satisfied” on “Overall Quality” and “Likelihood to Recommend AIG...” survey questions.

Quality control measures such as insured surveys are conducted on an on-going basis in order to continually ensure high standards of customer service.

References – Pension Plan Contract Buyouts

Available upon request. *Please note that all client relationships are Confidential.*



Business Continuity (Disaster Plan)

A Business Recovery Plan stands ready and ensures the restoration of vital information for unplanned outage scenarios, including recovery of vital records, facilities, and equipment that will provide for the continuation of pension payments, changes and claim processing. Our plans are coordinated within a global Business Continuity Process structure and are reviewed, updated and certified at the site level on a quarterly basis with all plans tested annually. Our applications are housed in off-site data centers in two secure locations in the U.S.A. with redundancies and failovers for each application.

A short term disruption of less than 2 days may be handled by either: (i) temporarily suspending normal operations until the emergency has ended. We would update the toll-free numbers with a message informing the participants that “Today Friday, Month/Date, our office is closed. We will reopen Monday, Month/Date at 8:00 A.M. EST. Please call back then so we can assist you.” or (ii) providing CSR with laptop that is pre-loaded with software that accepts re-routed incoming telephone calls to our toll-free number. For disruptions that last more than 2 days, we maintain a contract with SunGard in Philadelphia to relocate staff and services. From this site, we can access phone systems, work stations and software applications for the continuation of participant services. Note: In 2014, we successfully tested and implemented our BCP disaster recovery, using our off-site facilities. Similarly, we have Service Level Agreements in place with IT support teams to ensure that planned upgrades and maintenance activities occur after normal business hours and are tested before and after implementation.



Contract Installation Process

Working with Your Underwriter

Your Underwriter has been studying your plan provisions and data and asking detailed questions so that we can deliver a well-crafted Proposal and Quote. Our experience pricing and administering group annuity contracts has earned AIG a well-respected reputation for producing outstanding, detailed offers for unique and complex contracts that demand both accurate communication to plan sponsors and excellent administration to plan participants. Your Underwriter works directly with you, the plan sponsor, and competently leads our pricing, administration, and IT teams through the post-sale contract installation steps.

Please see the next page for your customized Contract Implementation Timeline.

Installation of the complete data file and direct payment of benefits depends on timely receipt of complete, accurate, and timely census information. Data Requirements are included in our Proposal Placement Documents and are included in this Annuity Guide. Payment Records are compared to the priced annuity Census and a full accounting reconciliation of premium, containing individual participant data and premium adjustments, is reported to you and your consultant.

Payment Records are verified and formatted for automated entry into RPS to implement contract installation, CSR (“Customer Service Representatives”) Case Profile training and to facilitate participant servicing, including mailing of Welcome Letters, telephone inquiries and monthly benefit payments.

Pension Administration staff specialize in group annuity contracts and are cross-trained for resource allocation during peak periods and prepare a production-based IT environment dedicated to verifying and loading participant records, modifying system capabilities with any contract-specific requirements, and production and mailing of Welcome Letters.

Initially, there will be a small spike in telephone calls following the mailing of your employer notification letter, our Welcome Letter, certificates, and annual tax forms during which calls are managed through overflow call routing to full-time Pension Administration employees within our Pension Annuity Service Center. All CSRs and employees receive training on new contracts prior to our first mailing of Welcome Letters. We do not use IVR (no prompts required to reach “live” CSR). We can provide customized messages solely to your annuitants.

During non-peak times, cross-trained customer service staff dedicated solely to our group pension closeout contracts perform a broad range of related annuity contract services other than responding to incoming telephone calls, including form requests, stop payment, stale and re-issue check requests, death claim notifications and processing, address change and EFT set-up, income verification, beneficiary changes, QDROs, tax reporting changes and related forms, all under the direction of an IT, Legal or Senior Manager.

At any time during your contract, you may contact us AIG Pensions and make a written request for data about the status of contract participants.

Contract Installation Timeline – CLIENT

sample

ACTION	DESCRIPTION	DATE
Acceptance of Offer	CLIENT accepts offer (see Proposal's Acceptance of Offer page) and returns electronic copy to AGL.	March 16, 2015
Wire Transfer Date	CLIENT bank confirms wire transfer of premium, date, time and amount.	March 18, 2015
Kick-off Meeting or Call	CLIENT, Your Administrator and AGL participate in teleconference call to discuss timeline and implementation of insurer provided annuities; general timeline for contract installation; Q&A	March 18 or 19, 2015
Data - Payment Records	CLIENT or their payment agent provides Data to AGL to begin transition and implementation of annuity benefit payments and services. See <i>Data Requirements</i> .	By March 25, 2015
Data - Reconciliation	AGL analyzes Payment Records to (i) compare to priced Proposal census and, (ii) verify receipt of complete and accurate Data for payment system and provides detailed report to CLIENT describing differences and/or incomplete data records requiring attention to develop a final Data record for each participant.	By April 3, 2015
Employer Notification Letters	CLIENT informs participants that AGL is annuity provider and provides related contact and company information. <i>AGL requests the opportunity to review your letter before mailing to ensure accurate insurance company and contact information, etc.</i>	On/near April 20, 2015
AGL Welcome Letters - Mailing:	AGL prepares and mails Welcome Letters and Data Verification sheet to retirees and beneficiaries. Begin participant annuity services, including telephone calls, emails, etc.	April 27, 2015
Benefit Commencement Date	First payment due to current retirees.	May 1, 2015
Contract and Certificates - Draft:	AGL provides customized drafts to CLIENT for review. <i>(See sample generic Contract and Certificates and Introduction/Welcome Letters in Annuity Guide.)</i>	June 1, 2015
Contract Execution	CLIENT and AGL sign approved contract	Upon mutual agreement of contract documents
Certificates Mailed to Annuitants	AGL prints and mails certificates and documentation to all annuitants.	Within 10 business days of Contract Execution



Data Requirements

We accept most types of electronic data files, including ASCII, MS-Excel and other spreadsheet programs, when accompanied by a data legend or labeled columns. Data file is usually provided by client or current bank payer and should be emailed, password protected and, if your system allows, encrypted. Complete and accurate annuitant data records are required to implement a successful transfer of payment responsibilities to AGL.

ANNUITANT INFORMATION	TAX WITHHOLDING INFORMATION	FUNDS TRANSFER INFORMATION
<ul style="list-style-type: none">• Annuitant Name (Retiree/Beneficiary/Alternate Payee)• Social Security Number• Address• Date of Birth• Gender• Benefit Amount• Form of Benefit• Period End Date (if applicable)• Spouse Date of Birth (if applicable)• Spouse/ Beneficiary Gender (if applicable)	<ul style="list-style-type: none">• Mailing address of payee if different than annuitant address• Tax withholding information:<ol style="list-style-type: none">1. Federal2. State• Medical Benefits Premiums (if any)• Other	<ul style="list-style-type: none">• ABA Number• Bank Account Number• Type of Account

If requested, we can provide a Data Layout template in Excel spreadsheet format.

Communications

Telephone inquiries and customized, mailed Welcome Letters (samples on Page 18) may commence within one week after receipt by AGL of complete and accurate participant data. Please see Timetable.

Participants receive Welcome Letters, Certificates and Certificate Schedules, Benefit Forms and Tax reporting forms. All correspondence includes contact information.

Form Name and Purpose (select samples)

BENEFIT ELECTION FORM	SPOUSAL CONSENT TO WAIVER	W4-P FORM
<p>Insured contacts Annuity Service Center 90 days prior to commencement of benefits. Retirement benefit and optional modes of settlement are determined. Forms are sent to Participants for signatures and benefit election.</p> <p>Commencement Reminder Notices are sent to Participants between 60-90 days prior to normal retirement.</p>	<p>For married Participants requesting an option other than a Qualified Joint and Survivor option, the spouse must sign the consent form and return it to Annuity Service Center with the benefit election form.</p>	<p>Provided with benefit election forms to establish federal withholding amounts.</p>

1099-R FORM	ELECTRONIC FUNDS TRANSFER
<p>Federal tax reporting information form. Reports total monthly payments, lump sum, final payment, and death benefit payments for a calendar year.</p>	<p>Sent to insured requesting information and authorization to establish direct deposit of benefit payments (EFT) to insured's bank account.</p>

Pension Legal and Para-Legal staff is experienced with non-routine participant requests including QDRO, tax levies and garnishment notices, credit and lending institution inquiries, and power of attorney matters.



Mail Dates for Insured Checks

Paper checks are mailed approximately eight days prior to the due date to allow for sufficient postal delivery time. Check issue dates are adjusted as necessary to assure delivery by the first of the month. Participants are encouraged to enroll in our EFT program to avoid possible mailing delays. Monthly paper confirmation statements are not provided when payment is through EFT.

Verification of Participants' Years of Service

Length of service of Active Participants, where applicable to contract provisions, must be verified by the employer.

Small Benefits

If monthly annuity payments are less than \$50, we may make payments less frequently than monthly, and will make these payments in an aggregate amount not later than the first day of the period to which the payment applies.

Missing/Locating Participants

Benefit Commencement Reminder mailings are sent::

- Six months prior to normal retirement date
- Each year past normal retirement date
- Age 70½ until 75

Returned mail triggers attempts to locate participant address / telephone / email using search utilities, including Thomson Reuters Clear and other commercial services (e.g., Equifax, Google for obituaries and survivors). We search our files (documents previously received) for telephone numbers, Power of Attorney, spouse / beneficiary information.

Death notifications through monthly Death Master File Match Process or responses from Commencement Reminder mailings triggers:

- First Letter to annuitant, if undeliverable:
 - Address search, as above
 - Locate and contact family members/ beneficiary(ies)
- Second Letter, 31st day
- Third Letter, 61st day, if no confirmation of receipt and no beneficiary located
- Escheatment rules begin, if no response or identification of benefit owner

If we discover a death or find alternate addresses, we send a letter asking them to contact us so we can verify that we have located the correct person and/or relative.



Power of Attorney

Pension Administration requires a copy of the legal documents naming the guardian or legal representative in the event of an insured's incapacity.

Contracts and Certificates

After the contract is signed, each insured is provided with a certificate describing his or her benefits. Samples of these documents are included at the end of this guide.

Security and Privacy

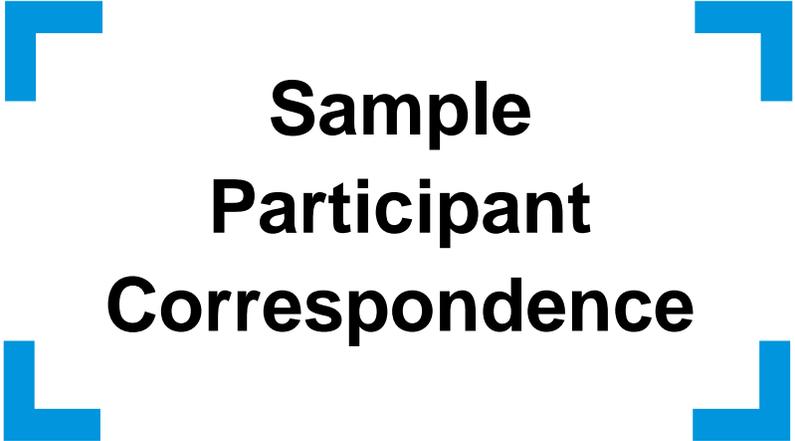
AGL maintains robust policies and processes to maintain the security of our participants' identities and use several security methods to ensure privacy, including:

- Unique policy numbers do not include any part of a SSN
- Authentication of all callers (name, SSN, address, date of birth)
- Paperless transactions reduce amount of paper that might contain personal information
- Sensitive information is secured and locked overnight in cabinets; obsolete information is placed in secure shred bins
- Secured data masking of SS# and bank accounts
- Controlled access to data and systems; automatic screen lock after 10 minutes
- All incoming faxes are electronic; no incoming faxes print on physical fax machine
- Automatic and manual email encryption
- System test data is encrypted
- Employees are trained and recertified annually on handling personal information
- Data Privacy Notices are required annually for all financial companies.



Contact Information

Mailing Address	AIG Pension Administration Department P.O. Box 1834 Wilmington, DE 19899-1834
Office Hours	8:00 AM - 5:00 PM (ET)
Participant Toll Free Access	(800) 842-3068
Email	PensionsAdmin@AmericanGeneral.com
Employer Direct Dial	(302) 575-5225 Stephanie Dooley Vice President
Facsimile	(302) 427-8951



**Sample
Participant
Correspondence**

Written Communications to Insureds

Below are samples of typical letters and forms that Insureds will receive upon installation of our group annuity contract. All correspondence includes our Pensions Administration address and a toll free number to contact our Pension Annuity Service Center representatives. Insureds are also urged to maintain a copy of each letter of correspondence for future reference.

SPECIMEN A

WELCOME LETTER

Pension Administration
PO Box 1834
Wilmington, DE 19899-1834

Telephone No: 800-842-3068
Facsimile No: 302-427-8951

February 14, 2012

PARTICIPANT NAME
PARTICIPANT ADDRESS
PARTICIPANT ADDRESS

Dear Participant Name:

We are pleased to inform you that American General Life Insurance Company has agreed to provide certain retirement benefits resulting from your participation in the {PLAN NAME}. Your monthly {OPTION} benefit of \$X,XXX.XX due {1ST PYMT DATE} will automatically be sent to your bank by electronic funds transfer (EFT), for deposit to your account by the first day of each month. The actual payment amount will be net of any taxes that you have elected to be withheld.

We would also like to take this opportunity to ask you to verify information we received from the plan about you to help us assure your timely receipt of information and benefit payments. Please review the enclosed Insured Data Verification Sheet and provide us with any information that is missing or incorrect. After completing your review, please sign and return the form to us in the enclosed self-addressed envelope. Once the contract has been duly signed and executed, you will receive a certificate detailing your benefit information.

For your convenience, a Pension Service Change Request form has been enclosed for future use. If you have any questions regarding your pension benefit or would like to report changes, please address your inquiries to:

AIG
Pension Administration
P.O. Box 1834
Wilmington, DE 19899-1834

When contacting us, please be prepared to provide us with your Group Policy Number (GA0XXXX) and Annuitant Number (GA60000XXX), along with your name, social security number, and daytime telephone number.

You may wish to retain a copy of this letter for future reference. If you have any questions regarding your benefits, please contact our Customer Service Center, Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern Time, at 1-800-842-3068. We look forward to serving you.

Sincerely,

Stephanie Dooley
Vice President

SPECIMEN B

DATA VERIFICATION SHEET

Pension Administration
PO Box 1834
Wilmington, DE 19899-1834

Telephone No: 800-842-3068
Facsimile No: 302-427-8951

AMERICAN GENERAL LIFE INSURANCE COMPANY INSURED DATA VERIFICATION SHEET

Please review this Insured Data Verification Sheet and provide us with any information that is missing or incorrect. After completing your review, please sign and return the form to us in the enclosed self-addressed envelope.

[POLICY HOLDER NAME] GA0XXXX GA60000XXX
Policy Holder Group Policy Number Annuitant Number

INSURED
NAME: PARTICIPANT NAME
SOCIAL SECURITY NUMBER: XXX-XX-0000
DATE OF BIRTH: 01/01/1900
GENDER: MALE
ADDRESS: PARTICIPANT ADDRESS
PARTICIPANT ADDRESS
DAYTIME TELEPHONE NUMBER:
EMAIL ADDRESS:

BENEFICIARY
NAME:
SOCIAL SECURITY NUMBER:
DATE OF BIRTH:
GENDER:
ADDRESS:

ALL INFORMATION IS CORRECT – NO CHANGES REQUIRED.

DATA AND CHANGES VERIFIED BY:
INSURED SIGNATURE

DATE: SIGNATURE

SPECIMEN E

SAMPLE INTRODUCTORY LETTER WITH EFT PROVISIONS

AIG

Pension Administration
P.O. Box 1834
Wilmington, Delaware 19899
800-842-3068

DIRECT DIAL 302/525-_____

Name
Address
City, State Zip

Date __, 2014

Dear Insured

AMERICAN GENERAL LIFE ("American General Life") is pleased to inform you that we have been selected to provide certain retirement benefits for certain employees /retirees of [Employer Name]. Your monthly [Form of Annuity] of [\$] due [1st Payment Date] will automatically be sent to your bank by electronic funds transfer (EFT), for deposit into your account by the first of each month. Subsequent payments will also be sent electronically. Your benefit is backed by the financial strength of American General Life and is guaranteed.

Your EFT payment will be deposited with the financial institution you previously selected. The institution's ABA routing number and you account number are shown below. Please verify that this information is correct.

Checking Account Number: [#]
Routing Number: [#]

We would also like to take this opportunity to ask you to provide us with the Name, Address, and Social Security Number of your Beneficiary by completing the enclosed form and returning it to us in the postage-paid envelope. This information will help us provide uninterrupted benefit payments.

If you have any questions regarding your annuity benefit or would like to report changes, please address your inquiries to:

American General Life
Pension Administration
P.O. Box 1834
Wilmington, DE 19899

When contacting us, please provide the following information:

Case No. GA[#]
Your name
Your social security number
Your daytime phone number

You may wish to retain a copy of this letter for future reference. If you have any questions regarding your benefits, please contact our Customer Service Center, Monday through Friday, 8:00 a.m. to 5:00 p.m. ET, at 1-800-842-3068. We look forward to serving you.

Pension Administration

SPECIMEN F

CERTIFICATE SCHEDULE NOTIFICATION LETTER

AIG

Pension Administration
P.O. Box 1834
Wilmington, DE 19899
800-842-3068

DIRECT DIAL 302/525-_____

Name
Address
City, State Zip

Date __, 2014

Dear Insured

We are pleased to inform you that American General Life ("American General Life") has agreed to provide certain retirement benefits resulting from your participation in the [terminated] pension plan for eligible employees of the XYZ COMPANY. Accordingly, American General Life has enclosed for your records an annuity certificate providing information and details of your benefits. Your certificate is a legal document and should be kept with your important papers.

In order to help us assure your timely receipt of information and benefit payments, please notify us in advance of any changes of address. Notices must be sent to:

American General Life
Pension Administration
P.O. Box 1834
Wilmington, DE 19899

If you are not currently receiving benefits, kindly notify us 90 days prior to the date you would like benefits to commence. At that time, kindly provide us with your spouse's name and date of birth.

If any information contained in the Certificate Schedule is incorrect, please notify us immediately and provide us with appropriate supporting documentation. If you have any questions regarding your benefits, please contact our Customer Service Center, Monday through Friday, 8:00 a.m. to 5:00 p.m. ET, at 1-800-842-3068.

Stephanie Dooley
Vice President
Pensions Administration

Certificates

Each Insured is provided with a Certificate along with the appropriate Certificate Schedule for their records. Please note the Certificate Schedule is included within the actual Certificate as indicated below. A sample Certificate and sample Certificate Schedules are shown below.

SAMPLE CERTIFICATE	
CERTIFICATE	
<p>American General Life ("American General Life") hereby certifies that the Insured ("You" or "Your") named in the Certificate Schedule will receive payments under the Group Annuity Policy Number GA-XXXX, ("Policy") issued to:</p> <p>XYZ COMPANY EMPLOYEES' PENSION PLAN, ITS SUCCESSORS OR ASSIGNS, AS THEIR INTERESTS MAY APPEAR ("Policyholder")</p> <p style="text-align: center;">Employer: XYZ COMPANY</p> <p>A complete description of your benefits is contained in the Policy between [American General Life] and XYZ COMPANY.</p>	
<p>AREA DESIGNATED FOR CERTIFICATE SCHEDULE</p>	
CERTIFICATE SCHEDULE	
<p>IN WITNESS WHEREOF, [American General Life] has caused this certificate to be signed by its President and Secretary.</p> <p style="text-align: center;"> President Secretary </p> <p>Form C12126</p>	

CERTIFICATE SCHEDULES	
Schedule - Deferred	
<p>INSURED: [Mr./Mrs. Retiree] SOCIAL SECURITY NUMBER: [XXX-XX-XXXX] BIRTH DATE: [01/23/45] SEX: [M/F]</p> <p>THE AMOUNT OF BENEFIT PROVIDED IS AS FOLLOWS: Type of Annuity Benefit: [Deferred-Life] Amount of Benefit Payable Monthly: [\$###.##] Annuity Date: [01/01/93] Cash Balance Account Value at August 1st, 20xx: [\$###.##]</p> <p>The monthly benefit amount listed above is based on the assumption that You will elect a Life Annuity commencing on the Annuity date listed above. A Life Annuity means that monthly payments will be made to You during your lifetime and end with Your death.</p> <p>Other payment options, explained in Your Certificate, may be available to You at the time you elect to commence benefits. Elections of a different payment option will affect the amount of Your monthly payment.</p>	

CERTIFICATE SCHEDULES – continued	
Schedule - Single Life	
<p>INSURED: [Mr./Mrs. Retiree] SOCIAL SECURITY NUMBER: [XXX-XX-XXXX] BIRTH DATE: [01/23/45] SEX: [M/F]</p> <p>THE AMOUNT OF THE BENEFIT PROVIDED IS AS FOLLOWS: Type of Annuity Benefit: [LIFE] Amount of Benefit Payable Monthly: [\$###.##] Annuity Date: [01/01/03]</p> <p>A Life Annuity provides monthly payments to You. Provided You are living, payments begin on the Annuity date and end with the last monthly payment due before your death.</p>	
Schedule - Joint Life	
<p>INSURED: [Mr./Mrs. Retiree] SOCIAL SECURITY NUMBER: [XXX-XX-XXXX] BIRTH DATE: [01/23/45] SEX: [M/F] JOINT ANNUITANT: [Mr./Mrs. Retiree] JOINT ANNUITANT BIRTH DATE: [01/23/45] JOINT ANNUITANT SEX: [M/F]</p> <p>THE AMOUNT OF THE BENEFIT PROVIDED IS AS FOLLOWS: Type of Annuity Benefit: [Joint and Survivor] Amount of Benefit Payable Monthly: [\$###.##] Annuity Date: [01/01/03]</p> <p>The Joint and [##%] Survivor Annuity provides monthly payments to You, and if You are survived by a spouse, [##%] of the monthly payments will be provided to Your spouse. The payments begin on Your Annuity Date, continue during Your lifetime, and end with the last monthly payment due before the second to die of You and Your joint annuitant.</p>	
Schedule - Certain and Continuous Annuity	
<p>INSURED: [Mr./Mrs. Retiree] SOCIAL SECURITY NUMBER: [XXX-XX-XXXX] BIRTH DATE: [01/23/45] SEX: [M/F]</p> <p>THE AMOUNT OF BENEFIT PROVIDED IS AS FOLLOWS: Type of Annuity Benefit: [XX Year Certain and Continuous Annuity] Amount of Benefit Payable Monthly: [\$###.##] Annuity Date: [01/01/03]</p> <p>An XX Year Certain and Continuous Annuity provides monthly payments to You beginning on Your Annuity Date, if You are then living, and continuing during Your lifetime ending with the payment due on the first day of the month coincident with or next preceding the date of Your death, with the provision that if You die after payments have commenced, but before having been paid [XX] monthly payments, Your Beneficiary shall receive the remainder of such [XX] monthly payments.</p>	