



AIG Individual Retirement Receives Multiple DALBAR Awards for Annuity Service Excellence

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For 17th Year in a Row, AIG Ranked First for Variable Annuity Investor Statements

NEW YORK--(BUSINESS WIRE)--Feb. 11, 2019-- AIG Life & Retirement, an industry leader in helping people achieve financial and retirement security, today announced that its Individual Retirement business has received multiple customer service awards for annuity excellence from DALBAR, an expert in the financial community for evaluating, auditing and rating business practices, customer performance, product quality and service.

AIG's Individual Retirement business is this year's only recipient of the DALBAR Communications Seal of Excellence for superior annuity policyholder communications. Additionally, for the 17th year in a row, AIG received the #1 ranking for its variable annuity statements. Also, for the 12th consecutive year, DALBAR has awarded AIG its Annuity Service Award, recognizing the consistent delivery of best-in-class customer service through its contact center.

"At AIG Life & Retirement, we work hard every day to understand and meet the needs of our policyholders and our distribution partners," said Gabriel Lopez, Chief Operations Officer, Individual Retirement. "To receive recognition from DALBAR for our quality of service year after year demonstrates the strength of our customer-centric culture. At every level of our organization, we are focused on consistently providing a high level of service to our customers."

"It is impressive when a firm consistently ranks as a leader in annuities client service; the fact that AIG Life & Retirement does so across so many client touchpoints is extraordinary," said Brendan Yeager, Managing Director, DALBAR. "DALBAR is pleased to once again name AIG best in class and to honor AIG as this year's only winner in annuities for our Communications Seal of Excellence."

"We work closely with our partners and with DALBAR to ensure strong customer communications," said Tina Haley, Senior Vice President, Individual Retirement Products, Individual Retirement. "The top ranking for our variable annuity statements reflects an ongoing commitment to providing contract owners with reporting and content that is useful as they manage their investments."

American International Group, Inc. (AIG) is a leading global insurance organization. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange.

Additional information about AIG can be found at www.aig.com | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance [www.twitter.com/AIGinsurance](https://twitter.com/AIGinsurance) | LinkedIn: www.linkedin.com/company/aig. These references with additional information about AIG have been provided as a convenience, and the information contained on such websites is not incorporated by reference into this press release.

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