

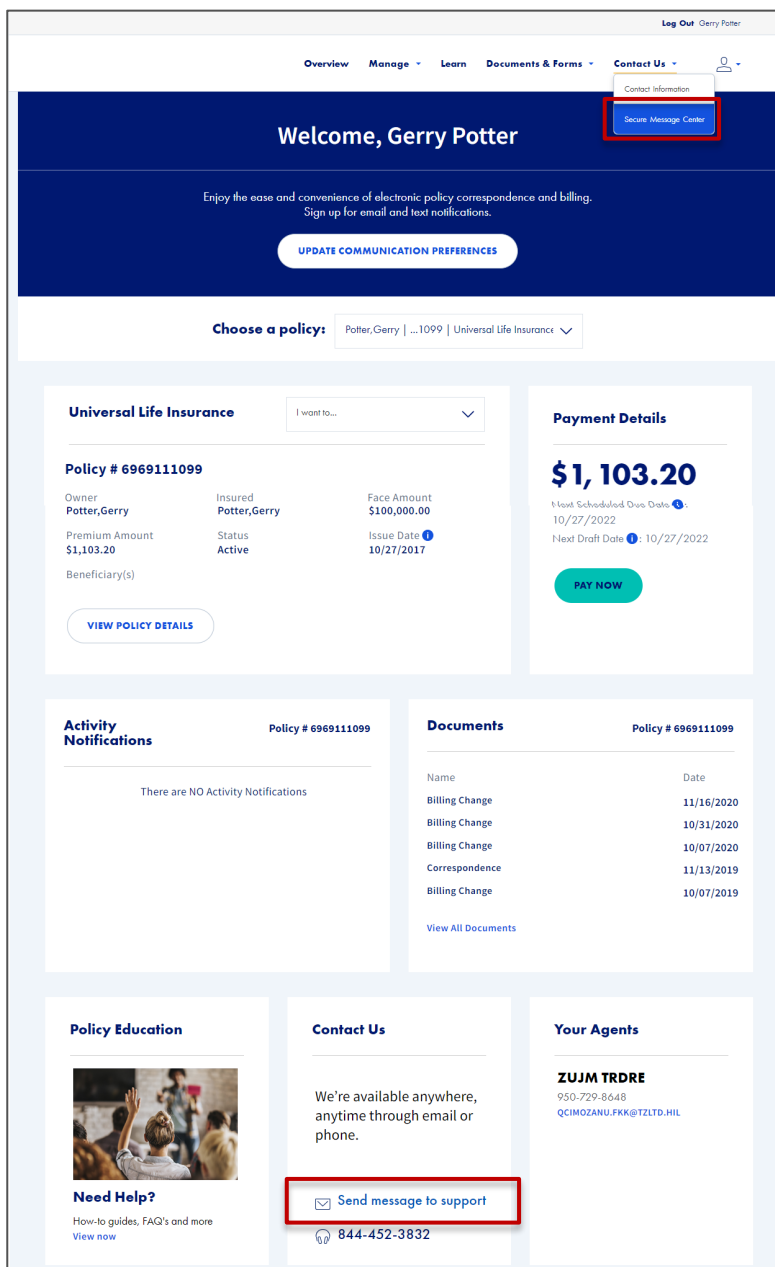
Secure Messaging with Customer Service

If you have questions about your policy, the online Secure Messaging system provides a convenient way to correspond with our Customer Service team and send or receive confidential information without compromising the security of your information.

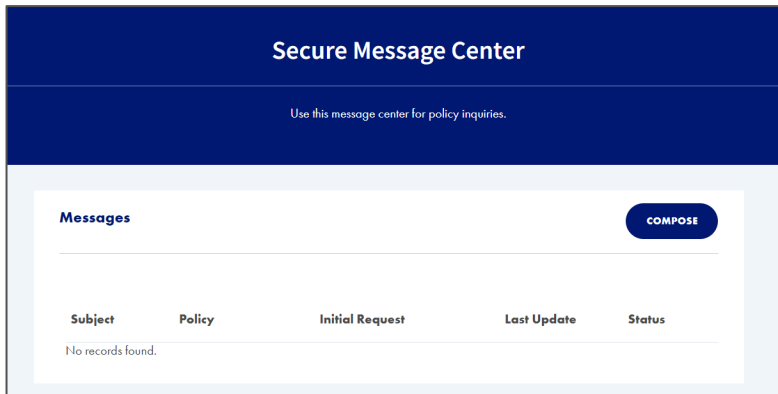
To get started, login your account at corebridgefinancial.com.

On the **Home Page**, you'll find two ways to access the Secure Messaging screens.

Select **Secure Message Center** from the Contact Us drop-down menu in the navigation or click **Send message to support** in the Contact Us section at the bottom of the page.



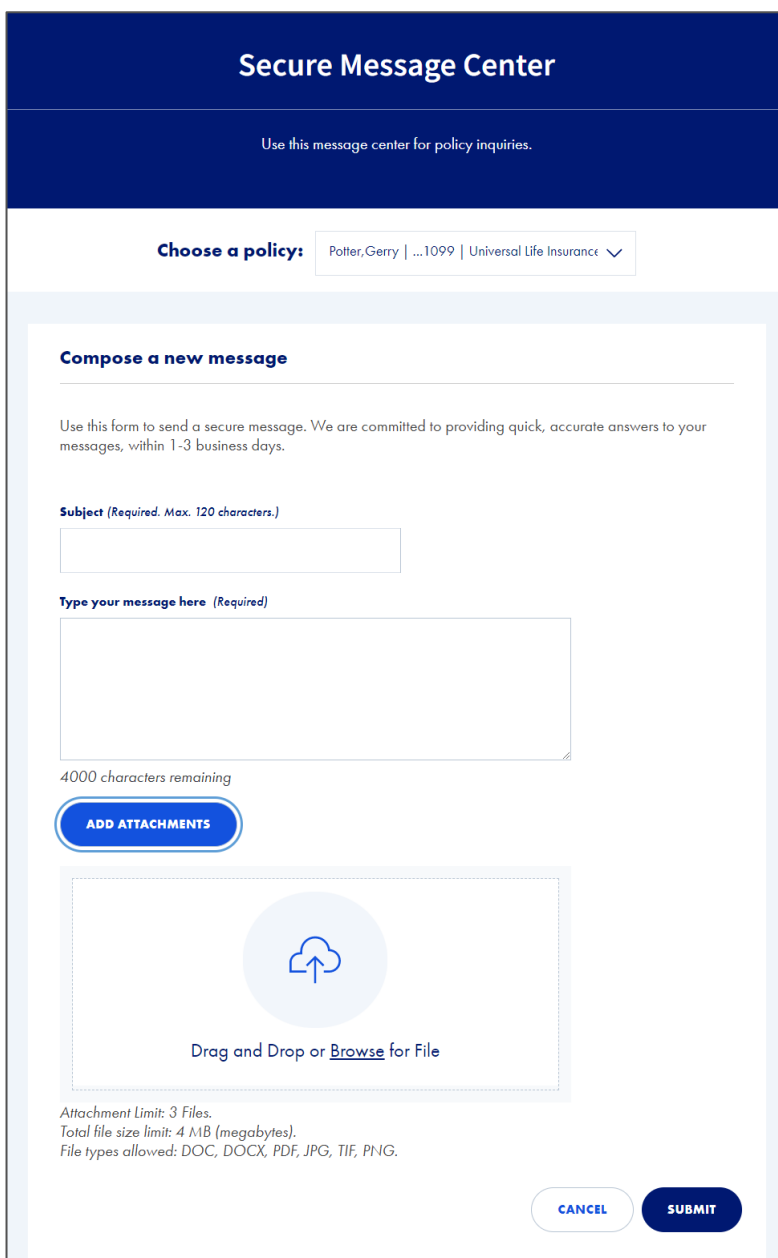
The screenshot displays the user interface for Gerry Potter. At the top, there is a navigation bar with 'Contact Us' expanded to show 'Secure Message Center'. The main content area includes a 'Welcome, Gerry Potter' message, a 'Choose a policy' dropdown, and a 'Universal Life Insurance' section with policy details. A 'Payment Details' section shows a balance of \$1,103.20 with a 'PAY NOW' button. Below this are 'Activity Notifications' (none shown) and 'Documents' (listing billing changes and correspondence). At the bottom, there is a 'Contact Us' section with a 'Send message to support' button and a phone number (844-452-3832).



Message Center Inbox

When accessing the Message Center option from the Home Page, you'll be taken to the Message Center Inbox.

- Up to 25 messages will be displayed. Unread messages are in bold print.
- The **Compose** button allows you to create and send a new message.
- The inbox also shows the Status of the messages:
 - **Submitted:** Message sent, awaiting response
 - **Open:** We have responded to your message, it is now awaiting your response
 - **Closed:** Inquiry is complete



Composing and sending a secure message

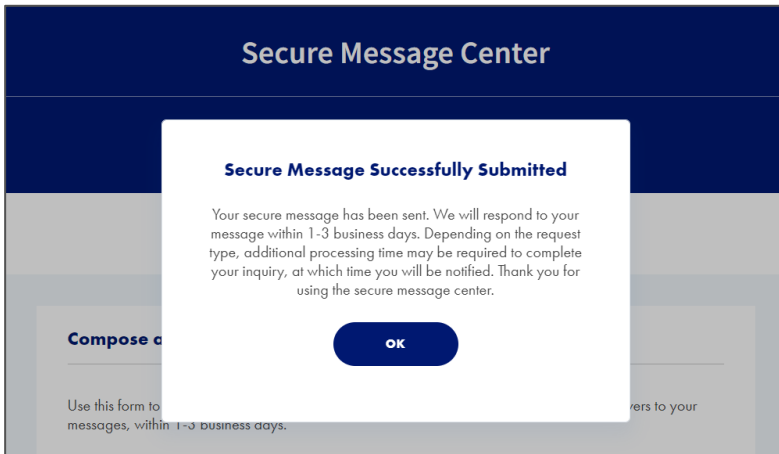
When composing a new message, first select a policy from the **Choose a policy** drop-down.

Enter a **Subject** for your message.

Compose your message in the **Type your message here** box.

- Your message can be up to 4,000 characters.
- You can add up to 3 attachments to a message by clicking the **Add Attachments** button below the message box.
- The total size limit is 4 MB (megabytes).
- File types allowed: DOC, DOCX, PDF, JPG, TIF, PNG

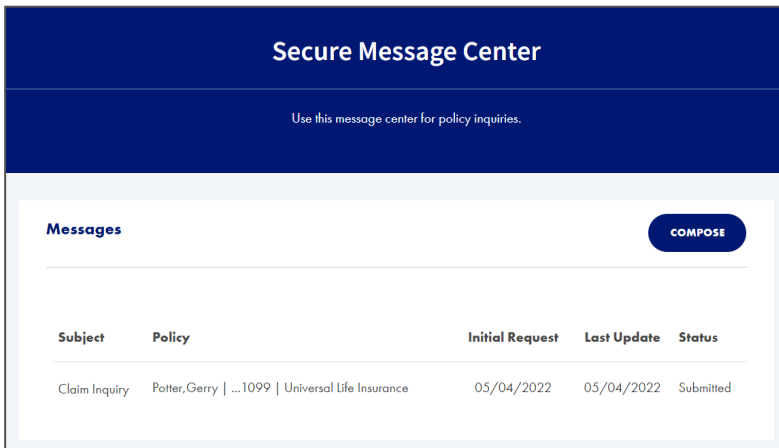
After your message is complete and you have attached your files, click the **Submit** button to send your message to Customer Service.



What happens next?

After you click the **Submit** button, you'll see a confirmation box that your message was successfully submitted.

Click the **OK** button to return to the Secure Message Center.



You will now see your new message in your Message Center inbox in a **Submitted** status.

Note:

We will respond to your message within 1-3 days. Depending on your inquiry, additional processing time may be required to complete your request, at which time you will be notified.

For more resources: Visit our [Customer Service page](#) at corebridgefinancial.com for more tips and pointers on using your account.

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