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David McElroy
President and Chief Executive Officer
North America General Insurance



Dear Marti,

As the COVID-19 global pandemic continues to evolve, the collective strength we draw from each other remains steadfast. I extend my best wishes to you and hope that you and your families remain safe and well.

Many of our routines have been profoundly disrupted. While we may face uncertainty, AIG's core principles will not waver. We support our customers proudly and help manage risks.

The North America General Insurance organization remains fully operational and our work from home arrangements are helping safeguard our colleagues as we continue to serve our customers and distribution partners. Our underwriting teams are available to assist you with renewals and to assess new opportunities. Our Claims organization is processing and paying claims in the ordinary course. Our North American businesses maintain a strong capital position, backed by the financial strength and ample liquidity of AIG.

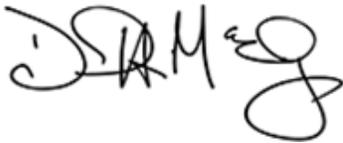
I would like to update you on the actions we have taken across North America General Insurance to help support our stakeholders and our communities during this unprecedented time.

- We continue to honor the terms and conditions of our insurance policies, including the agreed upon timing of premium payments and length of policy periods.
- We understand that policyholders may be experiencing financial hardship due to the COVID-19 pandemic and may have questions concerning the payment of premium. We are working with customers and policyholders experiencing financial hardship due to COVID-19 on extended payment terms and other relief.
- Please contact your agent or broker to discuss payment plan options or extensions to current policies. To find out about our resources to support customers and policyholders, please visit www.aig.com.
- If a regulator or other government agency lawfully mandates an approach that differs from the terms and conditions of our insurance policies, we will of course comply with those requirements.
- Like many others, AIG is also supporting our local communities, a tradition we have long been known for. We have donated thousands of masks to hospitals, distributed food to non-profit

organizations and contributed to local relief efforts in the United States, Canada and Bermuda through our Employee Resource Groups.

North America General Insurance remains committed to underwriting excellence, technical expertise and innovation on behalf of our customers and distribution partners. Thank you for your continued business and partnership. We stand ready to support you, galvanized by all that we can achieve together.

Best regards,

A handwritten signature in black ink, appearing to read 'D. McElroy', with a stylized flourish at the end.

David McElroy
President and Chief Executive Officer
North America General Insurance