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Jun 07 2022

SC Court of Appeals

**AIG Life & Retirement**

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1050 N. Western Street  
Amarillo, TX 79106  
www.aig.com

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**VIA FIRST CLASS MAIL**

March 18, 2022

Joe Clemons  
2202 Addidas Street  
Eutawville, SC 29048

Re: Policy Number: 0210536300

Dear Mr. Clemons:

This is in response to your letter dated March 8, 2022, received by email on March 9, 2022. The Company appreciates the opportunity to communicate a resolution for your complaint.

Upon review of your March 8, 2022 letter, the agreement to refund all remaining premiums applied to policy 0210536300 still stands. The Company is not in agreement to provide any additional compensation or benefits related to policy 0210536300. Attached is a revised Letter of Instruction and Release of all Claims ("Release") form for your review and completion. The Release outlines the specific terms related to the consideration of refund of the remaining premiums on policy 0210536300.

If you agree to the resolution of this matter and the return of remaining premiums applied to policy 0210536300, we require the attached Release form to be signed by you, notarized, and returned to my attention by April 4, 2022, at the following address:

American General Life Insurance Company  
Attention: Jeff Bartlett  
1050 N. Western Street  
Amarillo, TX 79106

A self-addressed envelope is provided for your convenience, or you can email the executed Release via email, to me directly. Upon receipt of the executed Release, your premium refund will be issued to you.

Should you have any additional questions or if you require further assistance, please feel free to contact me directly at (615) 749-1557 or email [jeff.a.bartlett@aig.com](mailto:jeff.a.bartlett@aig.com).

Sincerely,

Jeff Bartlett  
Director, Customer Solutions Unit



Joe Clemons  
2202 Addidas Street  
Eutawville, SC 29048