

Important update: Web address changes for Connex and customer websites

As Corebridge Financial continues its transition from AIG Life and Retirement, the websites used by our financial professionals and customers have moved to new addresses.

The new addresses are:

Connex (financial professional website)

New address: <https://connex.corebridgefinancial.com>

Life Customer website

New address: <https://www.lifeportal.corebridgefinancial.com>

Annuities Customer website

New address: <https://portal.annuities.corebridgefinancial.com>

Note: This change only affects the addresses used to access the sites. Site features, navigation and functionality will remain the same, and user names and passwords will not change.

If you bookmarked any of these sites prior to February 2024, update your bookmarks to access these sites.

The older addresses will not work after March 31 and will generate an error message.

See page 2 for instructions on how to reconnect and update bookmark links if you get an error message.

March 2024 update note:

This bulletin was originally published on Feb. 5, 2024. It has been revised to include additional details on page 2 for how to reconnect Connex links that will be deactivated after March 31, 2024.

Act now to update your bookmark settings

You will need to update your bookmarks to ensure uninterrupted access to your business.

Follow these steps to update your bookmark setting:

- Click on any of the links at left you need to update.
- When you reach the home page of that site, follow your browser's steps to add the URL to your favorites.
- If you previously bookmarked the site, be sure to delete the older bookmark.

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If you encounter a broken Connex link after March 31, 2024

In addition to the new Connex home page address at <https://connex.corebridgefinancial.com>, any items that were housed in Connex also have new web addresses. This includes:

- Dashboards
- Pages
- Producer guides
- Bulletins

➤ **If you bookmarked any Connex resources before the site moved in February, your bookmarks will not work after March 31, 2024, and you will get an error message if you use them.**

If this happens, use the following steps to reconnect to and update your bookmarks:

- Log into Connex at its new address at <https://connex.corebridgefinancial.com>
- Navigate to the resource
- Create a new bookmark following your browser's guidelines for favorites/bookmarks, and delete the older favorites/bookmarks to avoid confusion.

If the web addresses changed in February, why did my older bookmarks continue to work for me?

To allow for a smooth transition, the older Connex addresses automatically redirected to the new addresses for a period of time. This allowed you to continue accessing Connex and its resources using older bookmarks. These redirects expire on March 31, so any attempts to reach them after March 31 will lead to error pages.

Has anything in Connex changed? Will my password work at the new address?

Nothing has changed at Connex or the customer portals. Site features, navigation and functionality will remain the same, and user names and passwords have not changed.