

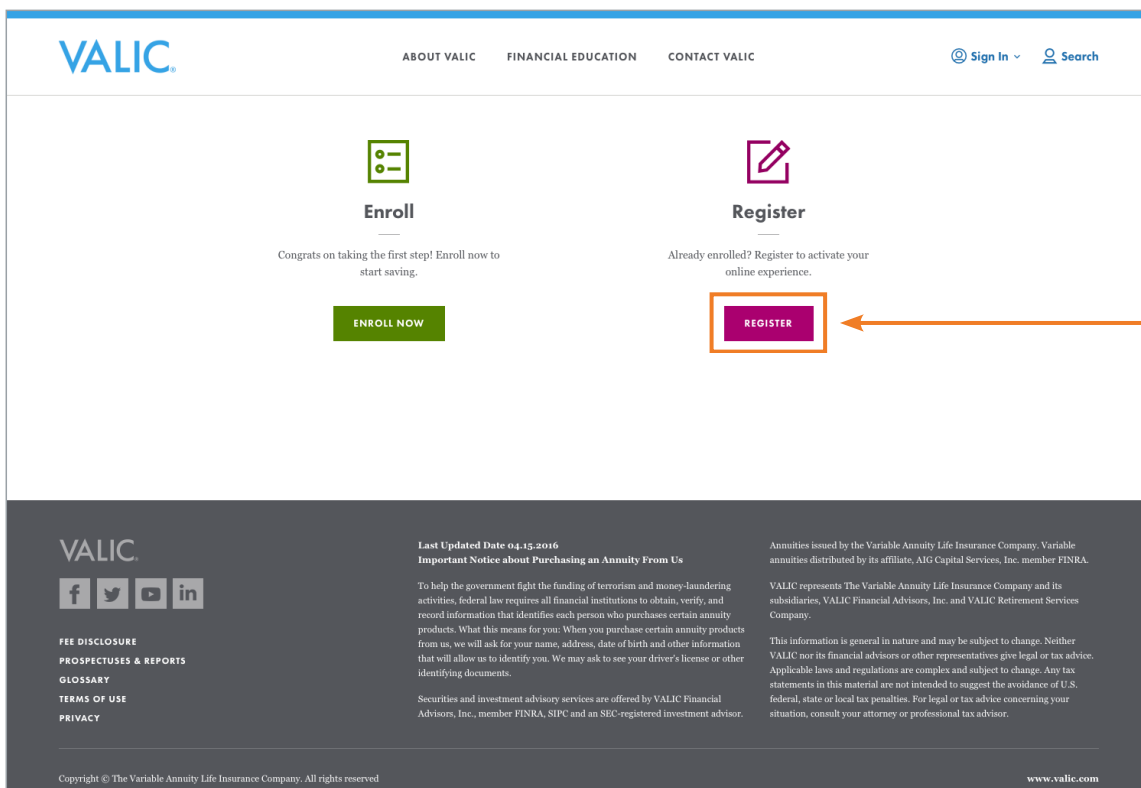
## First-time VOL registration process

### Step 1:



1. Go to [VALIC.com](http://VALIC.com), hover on 'Sign In' on top right of screen. Then click on 'Get Started' link at the bottom of the blue pop-up banner.

### Step 2:



2. Choose the 'Register' option to begin the first-time registration steps.

# First-time VOL registration process

## Step 3:

3. Enter your Social Security number, last name, date of birth and ZIP code to begin your registration. Click 'Continue' when complete.

## Step 4:

Your username must:

- Be between 9 and 25 characters long
- Start with a letter (a-z); may contain letters (a-z), numbers (0-9) and special characters (,@\_)

Your password must:

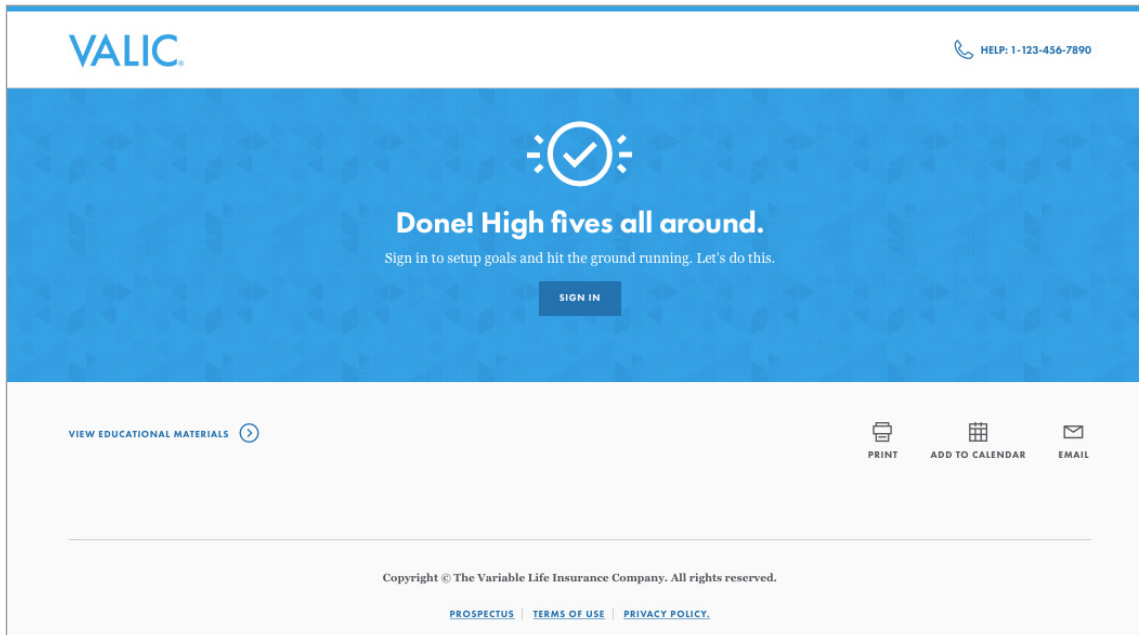
- Be at least 8 characters long
- Contain at least one numeric digit (0-9) and at least one alpha character (A-Z or a-z)
- Case sensitive
- Cannot be the same as username

- Select from the dropdown menu for each of the questions and answer accordingly

4. You will then be prompted to create a username, password and select security questions to create your online account. Once complete, click 'Continue.'

# First-time VOL registration process

## Step 5:



5. And you're done! You can choose to sign in using your newly registered account to check your savings, view education content, get a FutureFIT calculation and more!

## Step 6:



6. Now that your account is registered, you need to sign in with the username and password you created.

# First-time VOL registration process

## Step 7:

VALIC
ABOUT VALIC   FINANCIAL EDUCATION   CONTACT VALIC
Sign Out

### Additional Security Verification

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Welcome, JOHN SMITH

For security purposes, we'd like to verify your identity with a couple of questions. Or, you can enter a one-time code.

**Security Question 1: \***

WHAT WAS THE LAST TRANSACTION DONE?

- Contribution Change
- Change Allocations
- Request Cash Distribution
- Rebalance Assets
- Change Allocation Model

Forgot your answer? Call 1-800-448-2542 (TDD/TYY 1-800-248-2542) for assistance.

**Security Question 2: \***

WHEN DID YOU FIRST TAKE YOUR LOAN OUT?

- 01/07/2016
- 02/04/2016
- 02/18/2016
- 02/11/2016
- NONE

OR

ENTER ONE-TIME CODE \*

[REQUEST A CODE](#)

7. Depending on your account, you may need to answer some security questions or enter an access code (sent via postal mail). If you cannot find your code, simply click 'Request a code' and we will email one to you. Feel free to call a Customer Service Representative at 1-800-448-2542 (TDD/TYY 1-800-248-2542).

# First-time VOL registration process

## Step 8:

WELCOME TO VALIC > SERVICE AGREEMENT

## Service agreement

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I AGREE to these terms  
 I DISAGREE to these terms

[CONTINUE](#)

8. To complete your registration, you need to read and agree to the Terms of Use service agreement. Once you click 'Continue' you will be sent into your workspace, where you can review your account information, make transactions and more.

**Your Future is Calling. Meet It with Confidence.**

**CLICK VALIC.com CALL 1-800-448-2542 VISIT your financial advisor**

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VC 28049 (01/2017) J100686 EE

