

# For Customers with Life Insurance Policies

We are here to help, as everyone works together to fight the spread of COVID-19, to include providing flexibility on due dates for premium payments and/or other time-sensitive transactions. Because the list of states and the nature of the guidance/regulations are constantly evolving, we encourage you to check your state's insurance department website and/or contact us to discuss details specific to your policy/contract. While you may be receiving system-generated notices indicating your policy may lapse or has lapsed please know that we will adhere to state-specific COVID-19 guidelines (when available) and work with you to retain your valuable coverage.

For individual life insurance policies:      Call 877-886-5050

*IMPORTANT: Due to the heightened risk of scams, please contact your insurance providers and/or agent/broker before purchasing unsolicited insurance policies or changing the terms of your current insurance policies.*

We are providing this content for informational purposes during the ever-changing and developing COVID-19 pandemic. The information provided here is not intended to cover every situation or to apply generally to our business during normal times. This content is subject to change as the situation warrants. We reserve the right to modify, alter, rescind, extend or otherwise amend the information and actions presented here via subsequent versions or communications. This is not legal advice, and you should not rely on or construe it as legal advice. We continually monitor state guidelines, and in the event states have specific COVID-19-related requirements, it is our intent to always adhere to those requirements. A complete description of benefits, limitations and exclusions is still provided in your policy and/or certificate of insurance and riders. We encourage you to reference those documents as needed. We are not amending those documents as a result of the COVID-19 pandemic, and any changes to billing, claims, general administration or other coverage-specific situations will be made based on state and other guidance as is warranted or deemed essential.