

## Policy Output Delivery Procedures – April 1, 2020



From the Desk of

Marty Johnson

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State government social distancing responses change daily, and it is increasingly difficult to know which of our distribution partners have the ability to maintain back office support for policy receipt and delivery. We also understand that any back-office support you have available today may be forced to discontinue tomorrow as the situation continues to evolve. Therefore, **as an interim solution**, we will begin mailing all life insurance policies direct to our customers effective Wednesday, April 1st.

This change is being implemented with the best interests of our customers and distribution partners in mind to ensure timely policy delivery to our customers in this ever-changing environment. We ask that you work with us to adapt to this new delivery process in the short term as we continue to explore other delivery solutions. However, respecting your business model is important to us. If this change will significantly impact your business, please contact your Sales Director immediately to request an exception to this process.

We have received several requests to email pdfs of the policy output in

lieu of having an e-delivery option. Logistically, we are not in a position, at this time, to offer widespread emailing of policies; however, we are exploring this option.

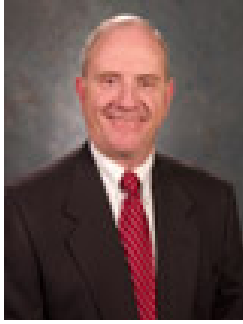
We continue to identify solutions for mailing policies directly to customers on all remaining product lines. Policy delivery updates on our remaining products, as well as pdf delivery options, will be provided as they are available.

### **Updated Life Policy Output Procedures**

Beginning **April 1, 2020**, all life insurance policies with or without delivery requirements will be mailed directly to the policyholder. Your agency and producers will not receive a copy.

- An email will be sent to your office contact at time of policy issue listing any needed delivery requirements. A copy of the delivery requirements will not be attached.
- All delivery requirements will be included in the policy output package.
- Case Monitoring will reflect all outstanding and received delivery requirements.
- Options to send back delivery requirements include:
  - By mail: A return envelope will be included for the customer to return to our home office.
  - By fax: 402-997-1850
  - By email: [liferequirements@mutualofomaha.com](mailto:liferequirements@mutualofomaha.com) *Note: Please reference the [FAQ](#) on how to send emails securely*

If you have any questions on these new process improvements not identified [in this FAQ](#), please contact your underwriting and new business teams at 1-800-775-7896.



**Marty Johnson**

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