

# SPECIAL REPORT



**DATE:** April 7, 2020

**TO:** Broker General Agencies, Life Insurance Producers, Management, Office Administrators, and Technical Staff

**SUBJECT:** Underwriting Update: COVID-19

Category	
<input checked="" type="checkbox"/>	Administration
<input type="checkbox"/>	Compliance
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## Underwriting Update: COVID-19

*Important Note: This reflects an update to our 3/18/2020 and 3/30/2020 communications*

As the COVID-19 pandemic progresses, we are regularly assessing its impact on our business. As a result, the following temporary changes are effective 5 p.m. Pacific Time on April 7, 2020. We will continue to monitor the situation, reevaluate as needed, and communicate regularly. We plan to reassess at the end of April, and monthly thereafter, if needed.

### **Certain Life Insurance Applications Temporarily Postponed**

For applicants that meet *either* of the following criteria, we are temporarily postponing acceptance of all applications for PL Promise Term and PL Promise GUL:

- Individuals aged 71 and older; or
- Individuals of any age rated worse than a Table Four.

We will accept formal applications received today by 5 p.m. Pacific Time, and we will continue processing those cases we currently have in house. We will not accept any new applications meeting the criteria until the temporary restrictions are lifted.

### **Thank you**

We appreciate your patience and understanding during these unusual times. Pacific Life will continue to be here for you during this time of uncertainty and into the future. Please feel free to contact your Pacific Life representative with any questions. You may also contact the Sales Desk at (844) 238-4872, Option 3 or [LynInternalSales@PacificLife.com](mailto:LynInternalSales@PacificLife.com).

To ensure you and your life insurance producers have the most current information, check the Producer Bay website regularly by clicking on the link: <http://producerbay.pacificlife.com/>. If

you have questions or trouble accessing the Producer Bay website, please contact us at [LynDistributorServices@PacificLife.com](mailto:LynDistributorServices@PacificLife.com) or (844) 238-4872, Option 1.

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