



COVID-19 Update

These are unprecedented times, but we want you to know that Prosperity Life Group continues to be **fully open for business**.

We have taken steps to ensure the health and safety of our employees that provide support to you day in and day out. Our service team is spread amongst multiple locations to help mitigate the impact on any one area, and we have built most of our service capabilities to function virtually, such that our associates are able to work remotely. We have extensive business continuity plans in place and we will be implementing those plans as necessary. At this time, we do not expect any interruption to our services and we are here to support our policyholders.

Our commitment to servicing you includes self-service opportunities and here are some tips for the best possible service experience:

- Use the **Account Access** tab to take advantage of our online customer portal where you can make a premium payment or obtain information about your policy and access forms for making policy changes
- If you are unable to pay your premium because of a financial hardship resulting from COVID-19, follow the instructions on the [Contact Us](#) tab
- If you need to reach us, the best option is to use the [Contact Us](#) tab and send an electronic request
- If you need to submit a claim, please use the [Claims](#) tab
- If you need to call us, please consider calling during non-peak calling times. Mondays and the lunch hour are times to typically avoid. Regardless of when you call we will continue to answer all calls in the order received. Our business hours are **Monday through Friday from 9:00 a.m. to 5:00 p.m., Eastern Time.**

So while the current environment can be unnerving, hopefully you can take some comfort in the fact that we as an organization are keeping a close eye on developments, focusing on being prepared for any eventuality and enabling our team to continue to provide you with the service and support you need, especially now.