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## COVID-19 BUSINESS UPDATE

These are unusual times, and we certainly hope you're taking care of yourself, your loved ones, and your business.

With the coronavirus (COVID-19) top of mind, we're closely watching its impacts as we continue to focus on helping you protect your clients. With the health of you, your customers, and our employees among our main concerns, we've mobilized business support and told our teams to work from the safety of their homes.

As we adjust, certain business functions could be affected, including:

- **Newly submitted business:** We are experiencing processing delays, meaning you may experience longer timeframes than usual as we work to issue and place business. During this time, our New Business teams will communicate via email rather than by phone for critical issues and concerns about submitted business.
- **Resources/hours:** We are making sure our processing expertise is well balanced between the phone lines and business processing. To meet this need, we're adjusting our contact center's operating hours. Effective Friday, March 27, it will operate from 9:30 a.m. to 4 p.m, ET, aligning with the same hours as the U.S. stock market.
  - Our sales desks will keep their normal business hours.
- **Communication:** To ensure our contact center representatives are focused on the most critical service efforts, we ask that you use other channels for non-urgent needs, including:
  - **Portals:** Available 24/7, they offer many standard self-service options, such as information on pending policies and status updates.
  - **Email:** Use the same email(s) as usual.
  - **IVRs:** We are updating our contact center messaging to remind you of our changes.
- **Claims:** We remain committed to paying claims in a timely manner. At this time, we may be unable to follow up as thoroughly as usual on customer requirements. If you have customers with outstanding claims who need guidance, please email us at one of the following boxes:

- TLP Life Claims: [maglife@transamerica.com](mailto:maglife@transamerica.com)
- CR IMG Life Claims: [crimglifeclaims@transamerica.com](mailto:crimglifeclaims@transamerica.com)
- **Our Operations Distribution Relationship Team:** While we always aim to provide the best support possible, our capabilities might be limited at this time. Please follow the processes listed above for all status checks and escalations. Requests for administrative decisions should follow our normal procedures and communication pathways through the processing teams. Contact via the Operations Distribution Relationship email should be limited to the re-review of administrative decisions only.

We thank you for the opportunity to let us help you protect your clients' Wealth + Health<sup>SM</sup>, especially at times like these. We appreciate your patience as we strive to provide you an exceptional experience and fulfill our customer commitments. Stay healthy, and we look forward to continuing to partner with you.

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