



Our company, like so many others, is operating differently today with a heightened level of security, caution and care. We do so for the health and safety of our employees, and also to do our part for our community to reduce any potential spread of COVID-19.

You should know that we are open for business and have implemented our business continuity plans.

What does that mean? Simply put, this is what we do – we manage risk and are here for you. Our comprehensive plans are rooted in our position of financial strength and stability. All policyholder data and security protocols remain in place as we implement any changes to our operations.

We are focused on taking care of our policyholders, our agents and financial professionals, and our employees who serve you. That is why we have:

1. **Activated our business continuity plan.** Our team of experts is closely monitoring, assessing and responding to the coronavirus situation as it develops. Our plans are nimble to meet the daily changing demands of the situation.
2. **Implemented work-from-home policies for employees and distribution partners.** Our service and support models, and increased digital capabilities, enable us to serve financial professionals and policyholders from nearly anywhere and at any time.
3. **Taken all precautionary recommendations** defined by the World Health Organization and the Centers for Disease Control and Prevention. Our business plan is flexible enough to shift in real-time to the concerns of the marketplace.

Your health and safety are also important to us. If you have any symptoms of sickness, please contact a health care provider as soon as possible. Our thoughts are with those who may already be affected.

We appreciate your continued patience with our team as we work through these unprecedented times.

Rest assured, we will provide you with updates as they surface. If you have any questions, please reach out to your field office.

We remain committed to providing superior service to our customers, business partners, policyowners and insureds. We are taking active steps to prevent any interruption in our business processes. In our more than a century of service, we have seen emergency situations and are ready to respond without disruption.