

MARCH 26, 2020

Update to SBLI's Response to COVID-19

SBLI is closely monitoring the Coronavirus/COVID-19 on a daily basis, and we will endeavor to provide you with updates as things change and evolve.

UNDERWRITING OPERATIONS

There has been no disruption to our business process in Underwriting and New Business. We have taken action to ensure that we continue to underwrite and process new applications, claims, and other payments on schedule and as quickly as possible. Many of our team members are working remotely, but as the crisis unfolded over the past several weeks, we took care to secure, implement, and test required technology and equipment. This has enabled us to maintain business continuity and adhere to our traditionally high standards under the guidelines prescribed by our health officials.

In regards to our Underwriting updates, please note the following guidelines.
Effective immediately:

- People traveling to or from affected countries¹ listed on the US travel ban will be postponed, and anyone recently returned from one of these countries will be postponed for 30 days immediately following their return and must show no signs or symptoms of COVID-19.
- A Good Health Statement may be required on policy delivery for clients age 60 and over and for any underwriting offer that is approved at a substandard rate.
- SBLI will keep pending cases open for a 90-day period as we may experience delays in obtaining records from our 3rd party vendors.
- We have no plans at this time to make any changes to our Accelerated Underwriting program.

COVID-19 COVERAGE

- SBLI policies do not include any exclusions related to death as a result of COVID-19 or any other Pandemic.

VENDOR INFORMATION

Our Underwriting vendors are continuously following COVID-19 and updating carriers every day. Please note that the tele-med interview service from our vendors is continuing business as usual. There are no delays on tele-med interviews and they are working at full capacity. We do expect paramedical exam appointment cancellations or delays. Examiners have protocols in place and those will be explained to the client before the exam is conducted. In regards to medical records; our vendors are operating accordingly, but we do expect delays as some facilities have either closed or are operating with a reduced staff.

E-POLICY DELIVERY SYSTEM

We also offer an e-policy delivery system which automatically sends an e-mail directly to the client notifying them that their policy is available on our client portal www.MySBLI.com. The policy owner is able to accept, sign, and pay for the policy online, as well as fulfill any state delivery requirements without any human contact. If you'd like your agency to be set-up or if you need any additional information or training on our e-policy delivery system and process, please contact our Brokerage Sales Desk at 1-888-224-7254 (option 1) or email brokerage@sbli.com for assistance with this.

If you have any questions, please contact us at 1-888-224-7254 (option 1) or email brokerage@sbli.com.

Thank you for your business.

¹ Affected countries currently include: China, South Korea, Japan, Iran, Italy and Hong Kong.