

To our distribution partners:

As we navigate the new normal prompted by COVID-19, it is clear that the world is moving forward. We are living in an interesting time right now, and we will come out of it better, stronger, and even more focused on your success.

I am proud of our ability to adapt in real time to constantly shifting demands. It is inspiring to see us all pull together for the common good, and it will benefit us all in the long run.

We are stronger together. Despite the challenges – from concerns of illness to market instability – our team is unified. With our fundamental purpose to manage risk, we have spent the past few years preparing for a market correction by creating an investment portfolio strategy that is high credit quality. We have also enhanced our product offerings to position ourselves for growth.

We are stable. Both Fitch Ratings and S&P Global Ratings recently affirmed the A+ rating for North American. In addition, each agency affirmed a strong, stable outlook. This is good news any day, but especially right now. In these turbulent times, you seek stability. Where other financial service companies have been downgraded, we stand strong – ready to serve you through stable operating, investment, and business performance.

As Fitch specifically noted, our member companies' "moderate business profile is driven by the company's large size and strong competitive position in both the individual life insurance and individual annuity markets." And that our "size and scale afford the company significant operating efficiencies and distribution advantages relative to its smaller competitors." We will face and rise above any challenge.

We are moving forward. Our values create a healthy, transformative culture. We have been innovative these past several months by enabling our remote workforce, modifying underwriting, adapting digital strategies, and remaining flexible. Many of these processes – deemed temporary at first – may become permanent as we strive to meet your needs.

Our commitment to serving you is our top concern and we know that our employees work best when we work together. We look forward to resuming our work from the office in the second half of 2020. In that process we will reflect on the past, monitor and assess the present, and act in real time to seize future opportunities.

As we address marketplace realities, please know that you can reach us at any time. We remain open for business and have adjusted our operations to provide the service you need and expect.

Thank you for your business.



Steve Palmitier
President and Chief Operating Officer
North American

Fitch Ratings, a global leader in financial information services and credit ratings, on May 1, 2020, assigned an Insurer Financial Strength rating of A+ Stable for North American. This rating is the fifth highest of 19 possible rating categories. The rating reflects the organization's strong business profile, low financial leverage, very strong statutory capitalization and strong operating profitability supported by strong investment performance. For more information, read the Fitch Ratings report. [Fitch Ratings report](#).

S&P Global Ratings awarded its "A+" (Strong) rating for insurer financial strength on February 26, 2009 and affirmed on May 14, 2020 to North American as a member of Sammons® Financial Group, Inc. The "A+" (Strong) rating is the fifth highest out of 22 available ratings as a member of Sammons® Financial Group, Inc.

Sammons FinancialSM is the marketing name for Sammons® Financial Group, Inc.'s member companies, including North American Company for Life and Health Insurance.® Annuities and life insurance are issued by, and product guarantees are solely the responsibility of, North American Company for Life and Health Insurance.®

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