

SPECIAL REPORT



DATE: April 14, 2020

TO: Life Insurance Producers, Broker General Agencies, Management, and Office Administrators

SUBJECT: COVID-19 Disaster Relief (All States)

Category	
<input type="checkbox"/>	Administration
<input checked="" type="checkbox"/>	Compliance
<input type="checkbox"/>	Marketing
<input type="checkbox"/>	Product
<input type="checkbox"/>	Risk Selection
<input type="checkbox"/>	Miscellaneous

COVID-19 Disaster Relief (All States)

During these uncertain times, Pacific Life understands that paying life insurance premium(s) may be challenging. We want to assist policyholders impacted by the COVID-19 pandemic and its economic impact by providing options to maintain their coverage.

As a result, we are offering an extension of the grace period and policy coverage for an additional 60 days, or longer if required by the guidelines in the policyowner's state. A notification of the options will be included with each *Notice of Required Premium* (grace notice).

Policyowners may continue to pay the grace premium shown on their original grace notice or they may reach out to Pacific Life directly to take advantage of the additional extension and acquire the new payment amount and due date.

Life Insurance Producers, Broker General Agencies, Management and Office Administrators are encouraged to reach out to clients in affected areas to inform them of this accommodation. Please also take into consideration that your clients may receive delayed notices related to their policy due to delivery service in affected areas.

Our customer service representatives are available to assist you.

- For Pacific Life policies that have policy numbers beginning with "2L," please call 844-276-0193 from 9:00 AM – 8:00 PM ET.
- For all other Pacific Life policies, please call 800-347-7787 from 5:00 AM – 5:00 PM PT.

Pacific Life is a product provider. It is not a fiduciary and therefore does not give advice or make recommendations regarding insurance or investment products.



**Pacific Life Insurance Company
(800) 800-7681 • www.PacificLife.com**

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Pacific Life's Home Office is located in Newport Beach, CA.

BT-49357-00 4/20