



EQUITABLE

A message from Trey Reynolds

Head of Distribution, Life

To our strategic partners,

Health and safety are our #1 priorities at Equitable, and we are continuing to take all possible precautions to keep our clients, employees and workplace safe.

Our response to COVID-19

Our business continuity infrastructure is well-tested. We have established a Crisis Management Team to continuously monitor the situation, test and evaluate our normal business continuity plans, and react to this evolving crisis. Our team will continue to closely monitor guidance from the CDC and, in accordance with their current recommendation, will implement new strategies as needed. To best comply with these protocols and best serve our clients, effective immediately, we will require our employees and contractors to work remotely.

We are here for you during these challenging times

Our team is equipped with virtual capabilities to mitigate any disruption to your business so we can continue to support you and your goals.

Sales force resources:

- Our external sales force, internal sales desk and supporting business functions are fully operational and have enhanced virtual meeting options to ensure we are available no matter where you are.
- Skype is an effective digital tool that can help us stay connected and actively engaged with your teams.
- We also have access to many digital resources to market, illustrate, apply and deliver life insurance in an environment that requires social distancing.
- We are actively looking at ways to help complete applications currently in inventory.
- As always, please don't hesitate to contact the Equitable Sales Desk at (800) 924-6669, Option 2.

Customer service resources:

- Our customer service centers remain fully operational and are available to address any policyholder questions.
- However, it may be more convenient for clients to manage their accounts online

through our website, equitable.com, or by using our web-based click-to-chat function that connects directly to our service center.

- If clients have any questions, they should contact our service center directly at (800) 777-6510.

Over the past 161 years, Equitable has persevered through many serious events and periods of market volatility, while helping our clients face the future with confidence. We greatly value our relationship and appreciate the trust you have placed in us. We remain committed to helping you look ahead with courage, strength and wisdom.

Sincerely,



Trey Reynolds
Head of Distribution, Life



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