



PRUDENTIAL'S RESPONSE TO COVID-19

HOW WE'RE SUPPORTING YOU AND CLIENTS IN A CHANGING ENVIRONMENT

In light of the ongoing challenges associated with the COVID-19 pandemic, Prudential remains committed to making it as easy as possible for you to continue to build your business and ensure clients have access to the life insurance coverage they need.

To continue providing the best possible experience to everyone we serve, we'll be implementing the following changes in three main areas of our life insurance new business process.

UNDERWRITING

- **PruFast Track updates:** Increasing the face amount limit of eligible policies from \$1 million to \$3 million. Eliminating the medical exam/labs for clients age 60 or younger, applying for \$3 million or less where possible.
- **Electronic health records:** Clients only need to provide one-time access to their medical records.
- **Temporary restrictions:** New applications for clients age 80 and up are restricted and prepaid cases may be restricted.
- **Postpone consideration:**
 - Age 65 with rating class of Table D or higher
 - Any rated case in which the client presents a chronic respiratory condition
 - Any proposed insured who has tested positive for COVID-19 (30 days with full recovery)

POLICY DELIVERY

- **eDelivery:** Requires a pre-issue eConsent form or direction from the financial professional (requires client's email address and 2 factor authentication selection).
- **eIssue:** Includes all cases not eligible for eDelivery. Email link to the PDF policy available on PruXpress. Complete delivery via:
 - Print and wet sign
 - BGA DocuSign (pre-approval needed)
 - Smart phone pictures of documents
- **Paper policies:** Available upon request. An alternate mailing address may be requested.

OPERATIONAL UPDATES

- **File closures:** Can extend 30 days for Cash on Delivery (COD) cases only.
- **Placement period extensions:** Can extend 30 days for COD only. Pre-paid cases allowed if delivery can be completed within 5 days (new MIB and Good Health Statement required).
- **Not-taken reversals:** Restricted to 30 days (new MIB and Good Health Statement required).

STREAMLINING OUR NEW BUSINESS PROCESSES

We recognize the increased need to minimize in-person interactions and we understand the latest challenges associated with obtaining clients' medical information. Our eCapabilities mitigate those challenges and enables you to meet your customers' needs by creating a seamless, technology-enabled experience from start to finish. Please follow the chart below when submitting new life insurance business.

| Product | | TERM | UNIVERSAL | VARIABLE | SURVIVORSHIP |
|------------------------------|---|---------------------------------|------------------------------|--|------------------|
| Submission Method(s) | | Xpress Worksheet Drop Ticket | Xpress Worksheet | Xpress Worksheet (PDF via Forms Online) | Long Application |
| eSignature for Submission | | 1. iPipeline 2. DocuSign* | 1. iPipeline 2. DocuSign* | DocuSign* | DocuSign* |
| Order Requirements | | No | No | No | Preference |
| Online Interview | | Yes (Xpress Worksheet Only) | Yes | Yes | N/A |
| PruFast Track | | Yes | Yes | Yes | No |
| Delivery Preference** | eDelivery Producer & Applicant (Eligible applications, Consent Required) | Yes | Yes | Yes | No |
| | eIssue PDF to Producer | Yes | Yes | Yes | Yes |
| eSignature (eIssue Delivery) | | DocuSign* | DocuSign* | DocuSign* | DocuSign* |

* Firm approval required. Contact your case manager for details. Not available for NY Replacements, Term Conversion Delivery Requirements, or Post Issue.

** Policies will be issued via eDelivery or eIssue. Paper policies available upon request only.

PLEASE NOTE:

- Informal submissions limited to rated applicants or face amounts above \$3 million.
- Variable products not available in iGo.
- Multiple ownership arrangements (Trusts, Entities, Corporations) not available in iGo.



QUESTIONS

Contact your case manager for additional details.

PIVOTING IN THIS ENVIRONMENT IS AS EASY AS 1, 2, 3...

1. Submit via the Xpress Worksheet or Drop Ticket
2. Refrain from ordering medical requirements
3. Set expectations with the client for:
 - The online interview
 - Electronic Health Records (Human API)

The availability of coverage and rates will vary based on company underwriting criteria including, but not limited to, age, sex, health history, smoking status, and residency. Underwriting rules are subject to change at our discretion.

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Life insurance is issued by The Prudential Insurance Company of America, Pruco Life Insurance Company (except in NY), and Pruco Life Insurance Company of New Jersey (in NY). All are Prudential Financial companies located in Newark, NJ.

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