

## Customer Service Alignment

511NB

As valued business partners, we are reaching out regarding our Policy Change and Customer Service alignment initiatives. After conducting a thorough and collaborative analysis, we have identified several processes previously managed within our Policy Change department that have now been strategically realigned and integrated into the Customer Service teams within the Administration division.

This realignment is part of our ongoing commitment to enhance operational efficiency and improve the overall service experience for our stakeholders. We believe that this transition will streamline communication and result in a more agile organizational structure.

Outlined below is a detailed list of the specific processes that have been transitioned to the Customer Service teams. For any inquiries or further clarification regarding these changes, we encourage you to reach out to our Customer Contact team, who will be pleased to provide the necessary assistance and support.

### Process

- Premium Quote
- Decrease
- Remove Rider
- Reduced Paid Up / Extended Term Insurance
- Date of Birth / Gender correction
- Specific handling where underwriting is not required (guaranteed increases, reinstatement exceptions, option change)

Any forms or requests for these processes should be submitted via secure upload selecting the Inforce option.

**Please contact the Customer Contact team at 877-872-0757 for any questions.**

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