



An Update on Our Service

We've worked hard to build a reputation as one of the top annuity carriers for products and service. Life Annuity Specialist named The Standard as one of the 30 fastest-growing annuity issuers in the third quarter of 2022 — and our growth continues in 2023.

Our servicing and processing times are now seeing the effects of this record-setting business which may be causing frustration for you and your clients.

We want to continue providing you the great service you expect, so we've taken these immediate actions:

Rate Lock Extension

- We're temporarily extending our rate lock period from 45 to 90 calendar days for both fixed and fixed-index annuities.
- Annuity rates will be locked-in for 90 calendar days from the date we receive the application.
- For all fixed annuities, we credit interest from the date we receive the full premium amount.

Focusing on Processing Business

- We've deployed our sales team to help answer phones and get new producer contracting updated to allow our New Business team to focus on processing applications.
- We're prioritizing putting your applications onto our system as well as getting transfers out to other carriers.
- Our New Business team is working significant overtime, including weekends, to get through the backlog of applications.
- New employees will help work through current backlog and prevent future backlog to stay on track.

We are working hard to put long-term fixes in place to ensure we provide a consistent experience going forward.

We appreciate your patience as we strive to meet your expectations – and uphold our strong reputation. As always, we thank you for your loyalty and trusting us to help support your clients' financial futures.

Annuity Service Specialists

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