



## Update to SBLI's Response to COVID-19

**Important Note:** This builds upon our prior updates. Click [3/26/2020](#) or [4/06/2020](#) to view these.

SBLI continues to closely monitor the COVID-19 pandemic and its impact on our business. We stand ready to support you through these challenging times, so let us know what we can do to help you. Please note the following temporary changes effective April 17, 2020.

## Underwriting Operations Update

### Temporary Age Adjustments for Life Insurance Applications

- For cases aged 59 or younger:
  - > Table 6 or better, we are continuing to accept applications.
  - > Table 7 or higher, we are postponing applications until further notice.
  
- For cases aged 60 or older:
  - > Table 2 (150%) or better, we are continuing to accept applications.
  - > Table 3 or higher, we are postponing applications until further notice.

## Key Reminders

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- A statement of health will be required on all cases going forward on policy delivery and must be signed and returned. Please note, our e-Policy delivery system enables the policyholder to accept, sign and pay for the policy online, as well as fulfill any state delivery requirements without any human contact.
- We have temporarily suspended binding coverage with a Conditional Receipt and for the State of Kansas only, the Temporary Insurance Agreement.

## **Vendor Information**

### Medical Records

We are continuing to receive medical records daily from our medical retrieval vendors and are monitoring various processing metrics and any facility closures. We may also try to obtain Digital Health Portal information from Human API if necessary. If we are unable to obtain records, we will review submitted applications on a case-by-case basis.

**If you have any questions, please contact us at 1-888-224-7254 (option 1) or email [brokerage@sbli.com](mailto:brokerage@sbli.com).**

Thank you for your business.

