



FAQs on Accordia Life Conversion

Annual Statements

When will you resume sending annual statements?

Once your policy is released from restricted status and all premiums due are collected, any missed annual statements will be mailed to you as soon as possible. In some cases, this may take several months due to higher than usual demand as a result of the conversion.

Billing

1. My policy is restricted and hasn't drafted yet. Can I expect to receive notice when my policy becomes unrestricted and when my bank account will be drafted or billing resume?

Accordia Life sent an initial communication to all restricted policyholders informing them of the conversion and the impact to their policies. As policies are released, Accordia Life will send a follow-up communication to those policyholders with details about their upcoming bank drafts/billing. If the scheduled draft/billing date will not work for the policyholder, there is a special toll-free number included in the letter that they can call to discuss alternative payment options: **(844) 858-3932**.

2. Will I receive extra time to pay premiums since my mailed billing notice is delayed?

Yes. Once the policy is unrestricted and new bills are sent, the policyholder will have at least 60 days to make the premium payment. Accordia Life will also work with policyholders on alternative arrangements.

3. How are back premiums applied?

Accordia Life will apply all late premiums to the policy retroactively as if they were received on their normal schedule.

When back-premiums are received, Accordia Life is applying the premium to the historical billing dates retroactively. For universal life policies, Accordia Life is also paying fixed interest on all of those premiums as of the billed date.



Claims

Are you paying claims and crediting interest as appropriate?

Yes. Regardless of restricted status, claims are paid within our service levels. Post-mortem interest is credited to claims payments per state and contractual requirements.

Conversion

1. Why is this conversion taking so long?

This project includes the conversion from multiple administration systems with hundreds of products and hundreds of thousands of policies to a single, modern administration platform. Some of these older administration systems have been around since the mid-1970s.

The modern administration system to which Accordia Life is converting is based on the most current technologies for policy administration. Transitioning between the two eras of systems requires a significant amount of effort and testing to ensure that each and every policy is accurately converted. This is Accordia Life's top priority to ensure all policyholder information is accurate and policyholder accounts are correct.

2. Will late notices be sent to me?

No. Accordia Life has suppressed all late notices until the policies are unrestricted.

3. Will automatic loans and surrenders be triggered if I do not pay premiums?

No. Accordia Life has suppressed all lapses, loans and surrenders until the policies are unrestricted.

Dividend Crediting

In cases where a policy is restricted on its anniversary, Accordia Life will apply the dividends retroactively once the policy is corrected and processing accurately. This proactive change to restricted status to avoid errors in crediting dividends has led to an increase in total restricted policies in the Final Wave of Accordia Life's conversion efforts.



Mailings

I received a letter that says my policy is restricted; what does this mean?

This letter is to inform you that your policy has been placed in restricted status and Accordia Life is in the process of verifying that the values associated with your policy converted to their new system correctly. This process could take several months to complete.

Accordingly, your normal policy billing schedule may be delayed while Accordia Life confirms accurate policy values. If you cross your anniversary while the policy is restricted, your annual statement may also be delayed. Requests for illustrations, loans, surrender values, annual statements and other transactions will be processed; however, time to process these may be longer than it was in the past.

Following their thorough validation, Accordia Life will bring premium payments current and resume the normal billing cycle. **You can be assured that during this period your policy will remain in-force, including all guarantees provided by the policy, and all valid claims will be paid.** Upon completion of the validation, Accordia Life will communicate when your policy will be released. Once released, any outstanding transactions will be processed and your normal premium billing cycle will resume.

I received a letter that says my policy has been released from restricted status; what does this mean?

This letter is to notify you that your policy has been released from restricted status and any premiums that were not collected while your policy was restricted will need to be paid to bring the policy current. The letter lists the amount of premium due and due date.

You will be given 60 extra days (two months) to make the premium payments. If you need to make other arrangements, you may call the Customer Contact Center at **(844) 858-3932**. Accordia Life is willing to work with you on alternative payment arrangements.

Restriction and Restricted Policies

Why have my financial transactions not been processed (loan, surrender, withdrawal, transfer, etc.), and why am I unable to obtain cash values or surrender values on their policies?

All policy transactions related to restricted policies are being manually processed. Please be assured that during this period your policy will remain in force — including all guarantees provided by your policy — and all valid claims will be paid.

Once the validation of restricted policy values is complete, Accordia Life can process transactions and will be able to accurately communicate the cash or surrender value of your policy.



TPA

I received a mailing that mentioned a Third-Party Administrator (TPA) for my policy? Who is responsible for what?

You may have received a letter informing you that Athene Annuity and Life Company has transferred administration of their policies to Accordia Life. Alliance-One Services, Inc. is the third-party administrator that assists Accordia Life with life policy administration. Using a TPA for policy administration is a very common industry practice.

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