

***Life* Customer Service Turn Around Time Goals as of 10-01-21**

To be used as a general guide of Turn Around Times for different business units based on a period of time. These do not reflect current turnaround times which are subject to change daily due to various factors.

General Life Customer Service

Billing- EFT Set-Up & Changes: 5 Business Days

Cost basis requests: 7 Business Days

Illustrations: 5 Business Days. Actuarial involvement: 12 Business Days

Loan or Withdrawal: 5 Business Days

1035 exchange out: 10 Days

Contract Changes & Reinstatements: 22 business Days

Direct Billing Payments: 3 Business Days

Life claims: 5 Business Days

Loans: 5 Business Days

Owner, Beneficiary Changes & Assignments: 7 Business Days

Partial Surrenders: 5 Business Days

Stop Draft: (Requests to remove EFT) 1 Business Day

Surrender: 10 Business Days

Term Policy Info for Conversions: 5 Business Days

Contact Center

Life Customer Contact Center: 70% of calls answered in 40 seconds or less

Life Claims Customer Contact Center: 70% of calls answered in 40 seconds or less

Producer Solutions Customer Contact Center: 70% of calls answered in 40 seconds or less

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