

# SPECIAL REPORT



**DATE:** September 3, 2020

**TO:** Life Insurance Producers, Broker General Agencies, Management, and Office Administrators

**SUBJECT:** COVID-19 Disaster Relief – Delaware Repayment Plan

Category	
<input type="checkbox"/>	Administration
<input checked="" type="checkbox"/>	Compliance
<input type="checkbox"/>	Marketing
<input type="checkbox"/>	Product
<input type="checkbox"/>	Risk Selection
<input type="checkbox"/>	Miscellaneous

## COVID-19 Disaster Relief – Delaware Repayment Plan

Pacific Life understands that paying life insurance premiums may be challenging. Accordingly, we want to assist policyowners impacted by the COVID-19 pandemic and its economic impact by providing options to maintain their coverage.

As required by Delaware state guidelines, policyowners residing in or owning a policy issued in Delaware are eligible for Pacific Life's repayment plan of the outstanding grace period premium on their life insurance policy.

The repayment plan allows a policyowner to pay their outstanding grace amount that became due during their state's relief period (March 25, 2020 – July 1, 2020) in equal monthly installments over a period of 90 days. In order to keep the life insurance policy in force, the required installment amount must be paid on or before the specified due dates under the repayment plan. Any necessary new premiums required to avoid a new grace period and possible policy lapse will also be due.

Eligible policyowners may continue to pay the grace period premium in full by the lapse date or they may contact Pacific Life directly to take advantage of the repayment plan and acquire the installment amounts and due dates. Eligible policyowners should be reminded that they must affirmatively take responsibility to request a repayment plan within two weeks from the communication mailed to them.

Life Insurance Producers, Broker General Agencies, Management and Office Administrators are encouraged to reach out to clients in affected areas to inform them of this accommodation.

Our customer service representatives are available to assist you.

- For Pacific Life policies that have policy numbers beginning with "2L", please call 844-276-0193 from 9:00 AM – 8:00 PM ET.
- For all other Pacific Life policies, please call 800-347-7787 from 5:00 AM – 5:00 PM PT.

***Pacific Life is a product provider. It is not a fiduciary and therefore does not give advice or make recommendations regarding insurance or investment products.***



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**(800) 800-7681 • [www.PacificLife.com](http://www.PacificLife.com)**

**Pacific Life & Annuity Company**  
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Pacific Life's individual life insurance products are marketed exclusively through independent third-party life insurance producers, which may include bank affiliated entities. Some selling entities may limit availability of some optional riders based on their client's age and other factors. Your broker-dealer or firm can help you determine which optional riders and investment options are available and appropriate for your clients.

Pacific Life's Home Office is located in Newport Beach, CA.

Investment and Insurance Products: Not a Deposit	Not Insured by any Federal Government Agency	
Not FDIC Insured	No Bank Guarantee	May Lose Value

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