

UNDERWRITING

COVID-19 Update Underwriting Procedures

April 24, 2020

As we continue to navigate through the unprecedented COVID-19 pandemic, Prudential's underwriting team is continuously evaluating our underwriting guidelines to support your business, help our customers with their life insurance needs, all while operating within Prudential's risk management framework.

In addition to our [previously announced changes](#) on April 3, based on your feedback and experiences, we have made additional temporary underwriting guidelines as we operate in our new norm. We are now offering the following:

Pending business (pre-pandemic)

- Applications submitted after March 1, 2020, that meet the parameters for our PruFast Track program (ages 18-60 and face amounts at \$3 million and under), our underwriters will review each file and determine whether we can apply the same guidance to move forward without an exam and blood test. For most cases, we must have solid medical records (Human API acceptable) to move forward.
- Pending cases with Attending Physician statements outstanding that meet certain parameters (submitted after March 1, 2020; ages 18-60; face amounts at \$1 million and under), will be reviewed to see if we can proceed with electronic health records (Human API) or look for alternative tools to help with the risk determination (such as Rx records).
- Please note, there may still be cases where full underwriting requirements are needed depending upon the client's health history.

Retention

- We are **temporarily** requiring additional senior leader sign-off for all cases where more than \$10 million of Prudential retention is requested. However, we do expect rare circumstances where we'll use our full \$20 million of retention. This is a **temporary** restriction and we fully expect to return to our \$20 million of retention without additional review in the future.

Ages Over 60

- [Per our initial guidance](#) on April 3, any case rated Table D and higher at ages 65 and above will be postponed. At ages over 60, this same guidance may apply, and we will pay special attention to a history of ratable coronary artery disease and immunodeficiency disorders. The underwriter will look for good follow-up with the client's personal physician, as well as excellent control of the respective medical condition (cases may be postponed if either of these requirements are not present).

New Business Changes

eConsent Form (Included in Policy Packet for eIssue)

- Beginning **Monday, April 27, 2020**, the Consent for Electronic Policy Delivery form (ORD 115309), authorizing Prudential to issue a policy through electronic means, will be included in all policy delivery packages. This form is required to complete placement whenever the policy is provided to the client in a non-paper format.
- The Consent for Electronic Policy Delivery form is automatically included with application packages generated from the PruXpress website (Xpress worksheets) or submitted via iPipeline, however, will still generate in the policy package. If your case was submitted through either of these processes, it is not necessary to complete the additional form for placement.
- As a reminder, if the Consent for Electronic Policy Delivery form is not collected with the application and the policy is being provided to the client in any non-paper format, producers are required to obtain written confirmation from the client that they request the policy be sent to them electronically and should retain the request with their client files.

New York (NY) Replacements (Allowed for Approved DocuSign Accounts)

- During NY's declared state of disaster producer groups, firms and BGA's that are approved to use their DocuSign account for pre-issue and delivery forms may utilize DocuSign for NY replacements.
- Functionality to allow NY replacements for Prudential's eDelivery process is in the process of being developed but is currently not available.

All these changes are temporary guidelines and will remain in place until further notice. We continue to welcome any and all suggestions to better support you during these unprecedented times.

Thank you for all you do for Prudential and our customers.

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