

# ManulifeBermuda

Your trusted partner



Dear Distributors,

Throughout this challenging time, our top priority at Manulife Bermuda remains the health and safety of our employees, our customers and our partners. Based on updated guidance from the Government of Bermuda, the decision has been made that, as of Friday, March 20, all Manulife Bermuda staff will work remotely. While you may experience some processing delays, we remain committed to providing you with the best possible service.

## **Underwriting and Case Management:**

- Will continue to operate normally, with Manulife Bermuda staff working remotely.

## **Titles and Inforce Requests:**

- Titles-related documents requiring Manulife Bermuda's signature, such as confirmations of ownership changes and acknowledgements of notices of collateral assignments, will be signed electronically by Manulife Bermuda during this time using Adobe Acrobat Reader. Letters confirming changes made to in-force policies pursuant to request also will be signed electronically during this time using Adobe. We do not plan on sending originals once the office is back to normal operations.
- Estera/Ocorian is similarly now operating on a full work-from-home basis and will sign documents electronically, with wet signatures to follow, if requested, once the situation normalizes.

- Please note that we are unable to receive or process original collateral assignments at this time. Please refrain from sending any courier packages until further notice. Anything currently in transit will be stored safely until the office reopens.

**Policy issue:**

- As policies are issued, we will email soft copies. The hard copy will follow when the office reopens.

Due to the rapidly evolving situation, we are continuously monitoring the updates from the Government of Bermuda. We will provide additional updates as new information becomes available. If you have any questions, please feel free to reach out to any member of the team. Most importantly, we wish you and your families well, and thank you for your continued trust in Manulife Bermuda.

Best Regards,



Kristy Bell

Director, International Operations



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