



## Update to SBLI's response to COVID-19

**Important Note:** This builds upon our prior updates. [Click here](#) to view these.

SBLI continues to closely monitor the COVID-19 pandemic and its impact on our business. We stand ready to support you through these challenging times, so please let us know what we can do to help you. Please note the following updates.

### Underwriting Operations Update

- A statement of health is still required for most cases upon policy delivery, but it is no longer required for cases issued with an up-to-date Part 2. Our e-Policy delivery system helps to support this process as it allows the policyholder to accept, sign, and pay for the policy online, as well as fulfill any state delivery requirements without any human contact.
- Based on the fact that we have been receiving medical record requests in a timely manner during the COVID-19 pandemic, we have returned to keeping pending cases open for 60 days rather than 90 days.
- Please note, an issue has been identified with one of our Part 2 questions which is normally asked during the tele-med interview process. On our California, Florida and Connecticut applications only, a question is not showing up during the interview. This fix has been completed and the system update is targeted for release into production in the near future. For now, we are just amending the application on delivery. We would like to reassure you that it is having no impact on the processing time of applications.

### Key Reminder

We have temporarily suspended binding coverage with a Conditional Receipt

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If you have any questions, please contact us at 1-888-224-7254 (option 1) or email [brokerage@sbli.com](mailto:brokerage@sbli.com).

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