

# SPECIAL REPORT



**DATE:** May 7, 2020  
**TO:** Life Insurance Producers, Broker General Agencies, Management, and Office Administrators  
**SUBJECT:** New Jersey COVID-19 Disaster Relief

Category	
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## New Jersey COVID-19 Disaster Relief

During these uncertain times, Pacific Life understands that paying life insurance premium(s) and the timely exercise of rights or benefits under life insurance and annuity contracts may be challenging. Accordingly, we want to assist our policy and contract holders by providing additional options to keep their policies in force and additional time to exercise contractual rights and benefits.

Consistent with Bulletin No. 20-16 recently issued by the New Jersey's Department of Banking and Insurance, Pacific Life will accommodate New Jersey policy and contract holders who have experienced a financial hardship as a result of the COVID-19 pandemic.

Pacific Life will provide New Jersey life insurance policy and annuity contract holders 90 days to exercise certain rights or benefits under their contract that they were not able to exercise timely. This relief would be provided, upon request, to any policy or contract holder who experienced a financial hardship due to COVID-19 and will remain available until August 1, 2020.

In addition, relating to life insurance products, Pacific Life will be mailing a letter to policy holders who either reside or were issued a policy in the state of New Jersey that provides the following information:

- An extension of their grace period and policy coverage to 90 days if their policy was in good standing as of March 1, 2020. Additionally, **upon their request**, the extension may begin on either April 1, 2020 or May 1, 2020 ("Emergency Grace Period").
- Policyholders who did not make a timely premium payment in response to a current billing notice or in response to a nonpayment cancellation notice during the Emergency Grace Period may pay such premium over a 12-month period in equal installments.
- Policyholders did not make a timely premium payment during the Emergency Grace Period will not be charged with late fees and will not be referred to a credit reporting agency or a debt collection agency.
- Policyholders will have up to 90 days to exercise other certain rights and benefits under their contract that they were not able to exercise timely. This relief is available **upon their request**, if they are unable to, or believe they may be unable to exercise a timely right or benefit that already has or will come due between March 1 – July 30, 2020.

- Policies will not be terminated for the nonpayment of premium during the Emergency Grace Period.

Financial Professionals, Life Insurance Producers, Broker General Agencies, Management and Office Administrators are encouraged to reach out to clients in affected areas to inform them of these accommodations. Please also take into consideration that your clients may receive delayed notices related to their policies and contracts due to delivery service in affected areas.

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.***



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

**Pacific Life & Annuity Company  
(888) 595-6996 • [www.PacificLife.com](http://www.PacificLife.com)**

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

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