

American Income Life Insurance COVID 19 response

I wanted to share some information with you regarding American Income Life Insurance Company and how we are enhancing our services to your members as a result of Covid-19.

We have been really surprised to see that the demand for our services has significantly increased and we are seeing record high interest levels. Not only are we continuing to have members wanting to be seen, inbound calls are also coming in from those wanting to purchase insurance. Because of what's occurring, not everyone wants an in-home visit which is understandable. What we've done to help with this is arrange for virtual meetings that can be used during this time to allow our representatives and your member to meet so members have the opportunity to provide protection for their family should they choose to do so. This hasn't been an option in the past and we wanted to make you aware of what we will be doing as we navigate through these next few weeks and perhaps months.

We will continue to monitor the recommendations from the Federal Government and Provincial Health Officials and will follow those closely. I do want to thank you for your confidence in American Income by allowing us to provide services to your membership and if you have any questions that we can help with, please let us know what those are and we'll be glad to help.

I've also attached the electronic Lay-off Waiver of Premium form. AIL Customer Service will need the union or employer to confirm the policyholder was out of work for at least 30 days. Three months is the maximum number of months eligible for waiver and please understand the 30 day minimum for loss of work is required as we unfortunately aren't in a position to waive one month's premium if they are out of work for a shorter period of time.

In Solidarity,

Steve Orcherton
AIL Public Relations
1-877-382-1603-- Toll Free
1-250-812-4483---Cell
sorcherton@ailife.com