

# Everlake Policy Transition

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## General Questions

### Who is Everlake?

On January 26, 2021, Allstate announced it had entered into an agreement to sell Allstate Life Insurance Company and Allstate Assurance Company to Everlake US Holding Company. The sale became final on November 1, 2021. Since then, the Allstate Assurance Company name has been changed to Everlake Assurance Company and the Allstate Life Insurance Company name has been changed to Everlake Life Insurance Company. After the sale, Everlake assumed responsibility for policy servicing and administration, which continued to be performed by Allstate on Everlake's behalf.

### What does the sale mean to customers?

The change of ownership does not affect any of the contractual provisions or guaranteed elements of a customer's policy or contract. In addition, Everlake remains subject to the same regulations that were in effect prior to the sale of the company.

### Am I still the customer's financial representative on the policy or contract?

Yes. The customer's relationship with their financial representative did not change due to the sale.

### How were customers informed about the transaction?

Allstate mailed letters to all affected life insurance and annuity customers in December 2021 and January 2022. Additionally, contract endorsements were mailed in 2022 changing the name of the issuing insurance company to Everlake Life Insurance Company or Everlake Assurance Company. Notices and endorsements were mailed to the policyowner address on file.

### When were endorsements mailed?

Allstate mailed amendatory endorsements in 2022, changing the name of the issuing insurance company to Everlake Life Insurance Company (or Everlake Assurance Company, as applicable).

### When will customers see branding changes on bills or correspondence?

We have already updated many pieces of correspondence and documents to reflect the Everlake name, although some items may still retain some Allstate branding.

### Who will be servicing policies?

Following the sale, Allstate has continued to service policies and contracts on behalf of Everlake. The transition of servicing to Everlake began in April of 2023, when servicing for most term life insurance products moved from Allstate to Everlake's new administrator, Transaction Applications Group, Inc. (TAG). TAG will be responsible for the performance of services such as answering telephones, accepting premium payments, processing financial transactions, making annuity payments, and handling claims on behalf of Everlake. Everlake has come to the point in its transition schedule where policies sold by Lincoln Benefit Life Company and Surety Life Insurance Company, as well as products written by Everlake Life Insurance Company that were sold by non-Allstate agents, will begin transitioning. Servicing for products that have not transitioned remains at Allstate until further notice.

### Who is Transaction Applications Group (TAG)

Transaction Applications Group, Inc. (TAG), a wholly owned subsidiary of NTT DATA Services Holdings Corporation.



## What is the timeline for the transition to TAG?

The current timeline for these policy and contract conversions is as follows:

- **May 20, 2024:** Select Deferred Annuities, Single Premium Immediate Annuities, and Annuitized Deferred Annuities. The deferred annuity products in scope are limited to a small group of products originally sold by Morgan Stanley and deferred annuities sold through Surety Life Insurance Company (with the exception of the Surety Ameridex). The Morgan Stanley sold products include the Admiral Series of products (except for Admiral Advantage), the Maxi series of products, and the SPDA 1 and 5 series of products.
- The plan for future migrations, which is subject to change, is for remaining Annuities to migrate by November 2024. The schedule for all other remaining products is still under development.

## When will the transition to TAG be complete?

We expect the policies and contracts sold by Non-Allstate Agents will be fully transitioned to TAG by year-end-2025. Customers will be notified by mail prior to the transition of their policy or contract to TAG.

## Customer-Related Questions

### Are policyholder benefits or contract provisions affected by the change in administrator?

No. The change in servicing provider does not affect policyholder benefits or the provisions of their contracts in any way.

### After the transition, will customers' policy or contract numbers change?

No. Policy and contract numbers did not change after the sale and will not be affected by the administrator change.

### Will a customer's recurring annuity payments continue automatically after the transition?

Yes. This information was provided to TAG, and customers receiving recurring payments will continue to receive payments at the same frequency (e.g., monthly, quarterly) and via the same payment method as prior to the transition.

### Will recurring payment amounts customers receive be the same after the transition?

Generally, yes. However, some customers receiving payments who have elected to have tax withholding deducted from their payments may see their payment amounts change due to updated Federal and State Wage Tables, and taxes withheld pursuant to those tables. All customers received an insert with their notification letter explaining payment amounts may change. If a customer would like to adjust the amount withheld, they should complete and submit an IRS W-4P form and applicable State withholding form and return it to TAG.



## How do customers contact Everlake/TAG going forward?

Customers with transitioned products should use the information below to contact Everlake/TAG.

### For All Transitioned Products: Telephone & Correspondence Information for Customers Only

Product	Product
Annuity Products	Phone: 844-953-2815 Fax: 833-636-0034 Hours: M-F: 8:00 am – 6:00 pm CT Email: <a href="mailto:ELCustomerService@everlake.nttdata.com">ELCustomerService@everlake.nttdata.com</a> Customer Hub: <a href="https://customer.everlakelife.com">https://customer.everlakelife.com</a>

Correspondence Item	Regular Mail	Overnight Delivery
Service and Claim Correspondence	Everlake PO Box 83328 Lincoln NE 68501	Everlake 777 Research Drive Lincoln NE 68501
If Sending Additional Payments	Everlake PO Box 6009 Carol Stream IL 60197-6009	Everlake 2012 Corporate Dr., Ste 108 Naperville IL 60563

## How do customers get service on policies and contracts that have not transitioned?

Customers should continue to contact Allstate for products that have not been transitioned. If customers need to make name, address, or similar changes that affect both transitioned policies/contracts and policies/contracts continued to be administered by Allstate, they will need to contact both Allstate and Everlake to make those changes until all of their policies and contracts have been migrated to TAG.

## Will customers have access to an online portal to interact with Everlake?

Yes. Customers can register on the Everlake Customer Portal at <https://customer.everlakelife.com> to handle some servicing transactions. (Note: Customers should not include “www” as part of the web address.) The Everlake Customer Portal is for use by customers only and cannot be accessed by agents.

## Why do a customer’s annuity/annuitization checks look different than they did before?

The system at TAG prints check information differently.

- The customer’s actual policy or contract number does not appear on the check or check remittance section.
- The “Description” field on the remittance is not a policy number; it is an Everlake ledger description and has no meaning to customers.
- The name in the “Pay to the Order of” field on the check may wrap onto multiple lines and may sometimes wrap in the middle of a word or name.
- Any FBO (for the benefit of) information will be printed on the check remittance section, not the check.
- An explanatory insert will be included on all checks mailed to customers. This insert:
  - Contains language that applies to tax withholdings for repetitive payments that will not apply to lump sum or one-time disbursements or single claim disbursements/commutations.
  - Contains Customer Contact information that is correct for pension/structured settlement policyholders, but incorrect for customers with annuity products (SPIAs, Deferred Annuities, or annuitized deferred annuities). While we work to correct this error, please advise customers with transitioned annuity products to use the Customer Contact information included in the notification letter they received.



## What information will customers receive about the administrator transition?

Customers will receive a letter notifying them of the change prior to each transition. Beneficiaries with open claims will also receive a notification letter.

## Agent/Firm-Related Questions

### How do I contact the administrator for questions or to obtain service?

If you need to contact Allstate or TAG, please use the contact information below. Phone support is not available and you cannot request service using the customer contact center telephone numbers unless the customer is present/on the phone with you.

#### Agent/Firm Contact Information for Service

Issuing Company	Product and Contact
Everlake Life Insurance Company	Annuities Migrated to TAG: <a href="mailto:ELAgentUpdate@nttdata.com">ELAgentUpdate@nttdata.com</a> Annuities Still Administered by Allstate: <a href="mailto:Service@allstate.com">Service@allstate.com</a> Life Policies: <a href="mailto:Service@allstate.com">Service@allstate.com</a>
Lincoln Benefit Life Company	Annuities: <a href="mailto:ELAgentCustomerService@everlake.nttdata.com">ELAgentCustomerService@everlake.nttdata.com</a> Life Policies: <a href="mailto:Service@allstate.com">Service@allstate.com</a>
Surety Life Insurance Company	Annuities: <a href="mailto:ELAgentCustomerService@everlake.nttdata.com">ELAgentCustomerService@everlake.nttdata.com</a> Surety Ameridex: <a href="mailto:Service@allstate.com">Service@allstate.com</a> Life Policies: <a href="mailto:Service@allstate.com">Service@allstate.com</a>
All Companies	Fax: 833-636-0034, Attn: Everlake Agency Team Mail: PO Box 83328 Attn: Everlake Agency Team Lincoln, NE 68501

### How do I get service on a variable annuity previously sold by Allstate?

This business was sold to Prudential; these policies are not serviced by Everlake. To obtain service on these policies contact Zinnia, the Prudential administrator, at [prud-mawf@zinnia.com](mailto:prud-mawf@zinnia.com).

### How do I get service on life policies or annuity contracts previously issued by the Allstate Life Insurance Company of NY?

All policies and contracts issued by the Allstate Life Insurance Company of New York (ALNY) were sold to Wilton Re effective October 1, 2021. For service on these policies and contracts, contact their administrator at [PHS.wiltonre@dxc.com](mailto:PHS.wiltonre@dxc.com).

### Will I still receive commissions on transitioned policies?

Everlake will continue to pay you or your firm any commissions due on transitioned policies in the same manner commissions are received today. If you are currently paid by your firm, your firm will continue to be responsible for disbursing any commissions due to you.

### Will commission rates change once policies convert to TAG?

No. Commission rates are unaffected by the transition.



## Can I assign a customer/policy to another representative at my firm?

- **For Annuities issued by Everlake Life Insurance Company:** It depends. Because this is a closed book of business (i.e., no new policies are being issued), Everlake only supports agent/representative changes to another representative if they are already set up as an existing agent on Everlake's agency system. If the desired representative is not set up, an agent who is available can be added or your firm's "house account" can be assigned to the contract as a default. Agents should work with their firm's operations staff to process any representative changes.
- **For Annuities Issued by Lincoln Benefit Life Company and Surety Life Insurance Company:** Agent of record changes or servicing agent changes will be handled in the same manner as they are processed today.

## I have a new customer from another firm, and they have an Everlake policy. Can I be assigned as the designated representative on the policy?

No. Everlake does not support "porting" or moving policies between firms.

## If my firm already receives information electronically via the DTCC (to support internal systems, customer statements, etc.), will this be continued after the administrator change?

Yes. Information on account positions, financial activity, and other items will continue to be exchanged with your firm and the DTCC, so that there should be no impact from the change. However, since this is a closed book, Everlake will not be adding any new firms to DTCC feeds or modifying any existing feeds.

## If I receive information via SSC/DST FanMail, will this be continued after sale or administrator change?

Yes. If you are currently receiving information from SSC/DST, you will continue receiving the same information you do today at the same frequency. Since this is a closed book, Everlake is no longer adding new subscribers to or making changes to individuals receiving SSC/DST FanMail information.

