

West Coast Life Notification

Re: Ease of Accessing Policy Information.

The telephone system allows policyholders, BGAs and Agents access to important policy information 24 hours a day, 7 days a week.

The following information is available:

The date the last premium payment was received.

The premium amount (this feature is available for UL only).

Premium paid to date (this feature is available for Traditional Whole Life and Term product only)

How it works: A policyholder, BGA or Agent dials the West Coast Life 800 number (800-366-9378)

The following message is heard:

“Thank you for calling West Coast Life. Please listen to the following menu. Our options have changed. Calls may be recorded or monitored for quality assurance. Did you know you can now check receipt of your last payment, payment amount and/or paid to date through our automated system? To choose this option, press 6 now.”

Once option 6 is selected, the system asks for input of the policy number.

If the correct policy number is entered, the system relays the appropriate information. If the wrong policy number is entered, the system will say that the entry is invalid and ask them to try again.