

## **BANKERS LIFE INSURANCE COMPANY (“Bankers Life” or the “Company”)**

### **ORDER OF LIQUIDATION FREQUENTLY ASKED QUESTIONS**

January 15, 2025

#### Q. What is the status of Bankers Life?

The Company is in court-ordered liquidation effective as of November 30, 2024.

#### Q. What is the effect of the Order of Liquidation?

Bankers Life’s policy obligations are now covered by various state life and health insurance guaranty associations subject to applicable statutory limits and requirements. FAQs from the state life and health insurance guaranty associations are posted on the Bankers Life website: [www.bankerslifeinsurance.com](http://www.bankerslifeinsurance.com). You can also go to the NOLHGA website for more information: [www.nolhga.com](http://www.nolhga.com)

#### Q. Will I still be able to see my annuity account online in the Company portal?

There will be two online account portals for annuities that will become active in January of 2025. The Liquidator will provide an update in January once the Company portal is active. One portal will show the annuity account value covered by your state life and health insurance guaranty association. You will be informed by them how to access that portal. The other portal will be the Company portal that will show the annuity account value, if any, that is not covered by a state life and health insurance guaranty association. After you have received notice in January that the Company portal is active, you will be able to access the Company portal through the same online link you have been using for the prior Company portal.

#### Q. How does liquidation benefit policyholders?

Liquidation allows state life and health insurance guaranty associations to provide continuing coverage to policyholders up to their statutory limits. It is the best method to provide policyholders access to funds.

#### Q. What does liquidation mean for policies in excess of state life and health insurance guaranty association limits?

Policies in excess of state life and health insurance guaranty association coverage limits give rise to a pro-rata claim against the Bankers Life liquidation estate for the uncovered amount (the “excess policyholders”) as allowed in liquidation, after all administrative expenses of the receivership are paid. There is a moratorium in liquidation that applies to all obligations of the Company that are not covered by state life and health insurance guaranty association coverage limits. There will **not** be a moratorium on state life and health insurance guaranty association payments.

Bankers Life will continue pursuing Mr. Lindberg and his companies by all legal means in order to pay all of the funds they owe so that the Company can pay back all claimants, including excess policyholders. Mr. Lindberg and his companies could choose to pay back Bankers Life at any time, making those funds available for all policyholders.

Payments of policy benefits in excess of state life and health insurance guaranty association limits will be paid if and when sufficient funds are recovered by the Company to make pro-rata distributions pursuant to court order. The Liquidator will provide notice when a court-ordered prorata distribution is to be made.

Q. What does the moratorium apply to in liquidation?

The liquidation moratorium applies to cash surrenders, transfers, annuitizations, interest payments, maturity payments, death benefits, required minimum distributions on IRAs (RMDs), financial hardship payments, health claims, policy loans and any other payments or satisfaction of policy obligations of the Company not covered by state life and health guaranty associations, until such time as the court approves lifting this moratorium or granting exceptions thereto. The moratorium **does not** apply to state life and health insurance guaranty association payments.

Q. Will hardship applications be accepted in liquidation by the Company?

No. Hardship applications cannot be accepted in liquidation by the Company. Please contact the administrator for your state life and health guaranty association about any urgent financial hardships that need to be addressed in liquidation:

Bankers Life Insurance Company  
PO Box 11948  
Winston-Salem, NC 27116  
Tel.: 1-833-658-2840  
Fax: 1-727-399-6965  
Email: [BLIC@actmanre.com](mailto:BLIC@actmanre.com)

The Guaranty Association in your state of residence can also answer questions about Guaranty Association coverage. You can find contact information for any Guaranty Association on NOLHGA's website <https://nolhga.com/policyholders/contact-my-guaranty-association/>

Q. Will interest be paid on annuity accounts by the Company in liquidation?

No. All claims against the Company in liquidation are fixed by statute as of the effective date of the Order of Liquidation, in this case November 30, 2024. This means all claims under policies in liquidation are for a fixed share in the assets available for valid policy claims. Interest will not be credited or paid in liquidation by the Company, since all policy benefit claimants will receive the time value of assets through their fixed shares of available prorata distributions. Interest payments by the Company are also prohibited by the liquidation moratorium.

Q. When will I receive my money?

State life and health insurance guaranty associations will now provide coverage subject to the terms of applicable statutes and the insurance policies and contracts, which benefits could include loans, surrenders, and death benefits, depending on the circumstances.

Payments of policy benefits in excess of state life and health insurance guaranty association limits will be paid if and when sufficient funds are recovered by the Company to make pro-rata distributions pursuant to court order. The Liquidator will provide notice when a court-ordered prorata distribution is to be made.

Q. How do I know how much my state life and health insurance guaranty association will pay on my policy?

Like the FDIC for deposit insurance, state life and health insurance guaranty associations have maximum benefit levels for different types of insurance policies. State law sets these amounts. Many state life and health insurance guaranty associations provide coverage up to \$300,000 in protection for life insurance death benefits, \$100,000 for life insurance policy net cash values, and \$250,000 in the present value of annuity benefits, though some state life and health insurance guaranty associations are authorized to provide different levels of protection. In addition, state life and health insurance guaranty associations are subject to interest rate coverage limits. This may require a rollback of annuity account values to the extent the account value grew through interest crediting rates that exceeded those coverage limits. If you have more than one type of policy issued by the Company (for example, an annuity contract and life insurance policy), in most states the maximum amount of coverage you will be able to receive under all of your policies combined is \$300,000. You should check your state life and health insurance guaranty association's website to see how much is covered for your type of policy or policies: <https://www.nolhga.com/policyholderinfo/main.cfm>

Q. Why do I have an uncovered amount in my annuity account if my annuity account value was less than my state life and health insurance guaranty association's coverage limit shown online?

For questions about Guaranty Association Covered Benefits for your contract, please contact:

Bankers Life Insurance Company  
PO Box 11948  
Winston-Salem, NC 27116  
Tel.: 1-833-658-2840  
Fax: 1-727-399-6965  
Email: [BLIC@actmanre.com](mailto:BLIC@actmanre.com)

The Guaranty Association in your state of residence can also answer questions about Guaranty Association coverage. You can find contact information for any Guaranty Association on NOLHGA's website <https://nolhga.com/policyholders/contact-my-guaranty-association/>

Q. How do the lawsuits against Greg Lindberg and his companies affect me and my ability to get paid by a state life and health insurance guaranty association?

The lawsuits would not affect state life and health insurance guaranty associations.

Q. Will I receive a Required Minimum Distribution ("RMD") on my tax qualified annuity from the Company?

No, you will receive your RMD from the state life and health insurance guaranty association ("SGA") for the state in which you reside. The Liquidator transferred the covered portion of your qualified annuity to your SGA. The RMD amount will be calculated using the sum of any contract benefits that are covered by the SGA and any contract benefits that are not covered by the SGAs but allowed in liquidation. RMDs paid by SGAs for 2024 will be based on year-end 2023 total account values. The methods of withdrawal

available to you are provided in your original contract. Please contact your SGA to make a RMD distribution request. The SGAs will not pay any contract benefits that they do not cover. You can find contact information for your state life and health insurance guaranty association by clicking this link: <https://nolhga.com/policyholderinfo/main.cfm/location/ga>. There is a drop-down menu to find your state. **We strongly recommend that you consult a tax advisor for information and assistance regarding your RMD.**

Q. What is the best phone number to call with questions?

Bankers Life: 1-833-658-2840

Q. Where can I locate additional information on the liquidation petition?

Further information can be found on the Company website and the NC DOI website listed below:

- Bankers Life: [www.bankerslifeinsurance.com](http://www.bankerslifeinsurance.com)
- NC DOI: <https://www.ncdoi.gov/insurance-industry/receiverships>

Q. How will notifications be sent to policyholders?

Notices of the Order of Liquidation were mailed to policyholders. Monthly email updates will continue in liquidation. Policyholders will have access to updated information in liquidation when they visit the Company's website or portal.

Q. Who needs to file a Proof of Claim in liquidation?

Pursuant to N.C.G.S. § 58-30-125 (b) the Liquidator is **NOT** requiring policyholders claiming cash surrender values or other investment values in life insurance and annuities to file a proof of claim. Health insurance and Death benefit claims will be paid in the normal course to the extent covered by a state life and health insurance guaranty association. All persons with valid claims under § 58-30-220 (3), (4), or (5), must file a proof of claim. The proof of claim form is posted on the Company website at [www.bankerslifeinsurance.com](http://www.bankerslifeinsurance.com) or can be requested by mail directed to:

Bankers Life Insurance Company, in Liquidation  
ATTN: Claim Form Request  
207 W. Millbrook Road, Ste. 210, #324  
Raleigh, NC 27609

Q. Will contracts renew to a new surrender charge period?

No, contracts will not renew to a new surrender charge period in liquidation.