



A message from **José S. Suquet**

Agents and Brokers

It is very normal to feel anxious about your health, safety and finances, and that of your family and friends right now. I want you to know that I am experiencing the same worries, but I am trying to keep a level head. My family and I are listening to and heeding fact-based advice coming from trusted health authorities. I am connecting with our leadership and supporting teams daily and we are staying on top of new developments and tracking the market and industry trends as the situation shifts. And, more importantly, I am reminding myself regularly that we're all in this together.

As the COVID-19 pandemic escalates, the world around us is changing dramatically, with travel halted and schools, major conferences, cultural events and sporting events suspended or canceled. These events have made me reflect on PALIG's 109-year history and the many global and national crises and natural disasters our company has faced. One thing has always remained true: PALIG has prevailed and prospered.

Our leadership team is equally, if not more, resilient than ever before. We are equipped to manage the challenges of this pandemic. In the days ahead, we will continue to keep you informed on how the COVID-19 advisories are affecting our day-to-day work across the Americas and how we're responding to policyholder needs. There are a few updates of note:



We are actively monitoring the situation and are taking steps to help keep our employees healthy and ready to serve you.



We successfully executed our business continuity plans to minimize any service interruptions to our customers. Currently there is no impact to normal customer service operations.



We are operationally prepared to process all claims and can assist you with facilitating claims and obtaining premiums.

Let's stay flexible, informed and connected as the situation unfolds.

Thank you and stay safe.

José S. Suquet
Chairman of the Board, President and CEO
Pan-American Life Insurance Group