

## Current Processing Time Estimates:



### Contact Center:

- Due to extraordinary volumes the Contact Center hold times continue to exceed the targeted Service Level Goal
- Shortest call wait times, are generally, early morning, late afternoon and towards the end of the week
- Planned hiring of 10-12 additional associates in Q2 2023



### New Business:

New Applications:	Variable, Index, Assured Edge	Fixed	SPIA
Cash - IGO	Same Day*	Majority within 8 days	Majority within 13
Transfer/1035/NIGO	Majority within 2 days*	Majority within 10 days	Majority within 18 days
Reg 60	Majority within 2 days*	Majority within 2 days	Majority within 2 days

*\*if received in good order prior to Market Close*

#### Action to reduce backlog:

- 20 Additional Fixed associates to start training in March
- Associates are currently working overtime daily
- Planned hiring of 8-10 additional associates in Q2 2023



### Death Claims:

Variable, Index, Assured Edge	Fixed, Legacy Index
Same Day*	Majority within 17 days

*\*if received in good order prior to Market Close*

#### Action to reduce backlog:

- Additional 5 associates are being onboarded
- Goal is to be processing majority of claims within 5 days of receipt IGO by March 31, 2023 – for all Product Lines