

**Monday March 16, 2020- Mutual of Omaha Coronavirus update:**  
**We are Open for Business - Important information regarding coronavirus (COVID-19)**

As you are likely aware, Mutual of Omaha's physical location is temporarily closed. We are practicing social distancing and have asked all associates who are able, to work from home. We appreciate your patience and understanding as we take steps to protect the health and safety of our associates and ensure uninterrupted service to our customers.

Please know that **we are open for business** in a remote capacity. Our processes and procedures are functioning, and we should not experience an interruption in business for either our customers or business partners. We can accept and process insurance applications just as we normally would.

Mutual of Omaha has a multi-disciplinary team of subject matter experts meeting daily to closely monitor, assess and respond to the coronavirus situation as it develops.

Below are highlights and resources available for you to continue your daily business:

- Our customer call centers and claim centers are up and running remotely. However, depending on call volume, please be advised that you may experience longer than normal wait times. We are working diligently to continually assess all processes and procedures to support our commitment to our customers, policyholders and sales distributions.
- Our sales teams are fully engaged and working at normal operations in a remote capacity.
- Important phone and email contacts:
  - Sales Support Unit: 800-693-6093 or [sales.support@mutualofomaha.com](mailto:sales.support@mutualofomaha.com)
  - Sales Directors and Account Executive: continue to use the direct phone numbers you have or use the email box [ae.support@mutualofomaha.com](mailto:ae.support@mutualofomaha.com)
  - Customer Service: 800-775-6000 or visit [www.mutualofomaha.com](http://www.mutualofomaha.com) and select Customer Access
  - Individual Claims: 800-775-1000
  - Life Underwriting: 800-775-7896
  - LTC
    - Customer Service: 1-877-894-2478
    - Case Management: 1-800-275-5528
    - Claims:
      - Policies sold from 1987-2004: 1-800-775-1000
      - Policies sold after 2004: 1-877-894-2478
    - Underwriting: 800-551-2059 or [ltcunderwriting@mutualofomaha.com](mailto:ltcunderwriting@mutualofomaha.com)
  - Disability Income Underwriting: 800-715-4376
  - Critical Advantage Underwriting: 800-715-4376
  - Medicare Supplement Underwriting: 800-995-9324
- E-application and Online resources available to continue your business
  - Access the e-application solution through iPipeline for Term Life Express, Living Promise (Final Expense), Accidental Death, Children's Whole Life, Term Life Answers (Full e-App and Drop Ticket)
  - Long Term Care and Critical Advantage e-applications can be accessed through Paperless Solutions on Sales Professional Access>select the product>resources>select the e-application for the product
  - Priority Income Protection e-applications can be accessed through Sales Professional Access >Priority Income Protection>resources>quote an e-application
  - Access the e-application solution for Medicare Supplement products through Sales Professional Access > Medicare Supplement Products > eapp solutions.
  - Log In to Sales Professional Access to monitor your pending cases, compensation payments and product information.
  - Outside the login websites which include product information, training, sales ideas and more:
    - [www.mutualofomaha.com/simple](http://www.mutualofomaha.com/simple) for our Simplified Issue products
    - [www.mutualofomaha.com/solution-center](http://www.mutualofomaha.com/solution-center)
    - [www.discoveriul.com](http://www.discoveriul.com)
    - [www.mutualincomesolutions.com](http://www.mutualincomesolutions.com)
    - [www.mutualofomaha.com/pip](http://www.mutualofomaha.com/pip)

If you have any questions, please contact your sales team, Sales Support Unit or use one of the email boxes provided above. Mutual of Omaha continues to be committed to the industry, to you and our customers. Thank you for your trust in us!