COVID-19 Company Update

A note from our CEO

In the last few months, the COVID-19 pandemic forced our communities to evolve in ways we never imagined. Our interactions, meetings, commutes—even our celebrations—all look much different than they did at the start of the year. One thing remains certain, though: NWL continues to be a pillar of strength and consistency in an ever-changing environment.

Today we continue prioritizing the health and safety of our employees and communities while delivering on our commitments to **you, the policyholder**. No matter what challenges or surprises may lie ahead, NWL remains a financially strong, well-capitalized organization you can count on during this period of uncertainty.

Reaffirming our commitment

As a company, we're continuing to adapt and make adjustments along the way, but our mission to bring you quality service and products remains the same. Working remotely has strengthened our collaborative efforts by enabling our employees to work through complexities and find solutions to modern problems. We are confident in our ability to continue bringing you the best service through our employees and our products.

Moving forward

As the situation continues to evolve, we're closely listening to expert advice and taking the appropriate precautionary steps. Learn more about our initial company response to COVID here. We want to ensure you always have the tools you need to make informed decisions about your policy. NWL representatives are available and ready to answer any question you may have regarding your policy, and how NWL will continue to support you during these uncertain times.

Contact the **Client Services Department at 1-800-922-9422.**
Hours of Operation: Monday – Thursday: 8:00 a.m. to 5:00 p.m. CST | Friday: 8:00 a.m. to 3:00 p.m. CST

We hope you and your loved ones remain strong, safe and healthy.

Best regards,

Ross Moody
CEO,
National Western Life Insurance Company

Rey Perez
President & Chief Operating Officer,
National Western Life Insurance Company