



**May 2014**

### **Administration Turnaround Times**

We highly value the relationship we have with you and want to provide you with the best service possible. We also understand that every piece of business you send in is important, so we make every effort to complete all incoming requests within our stated turnaround times. Below is a list of requests and the expected turnaround times. Please note that these turnaround times are for tasks completed with all required information and paperwork included. Missing information can impact completion times.

#### **In Force Changes**

<b>Task</b>	<b>Typical Turnaround Time</b>
<b>Address Changes</b>	3 business days
<b>Beneficiary Changes</b>	3 business days
<b>Name Changes</b>	3 business days
<b>Servicing Producer Changes</b>	2 business days

#### **Distributions**

<b>Task</b>	<b>Typical Turnaround Time</b>
<b>Withdrawals</b>	7 business days
<b>Surrender</b>	14 business days
<b>Death Claim Initial Notice</b>	3 business days
<b>Death Claim Processing</b>	15 business days

#### **New Business**

<b>Task</b>	<b>Typical Turnaround Time</b>
<b>Cash with Deferred App Issue</b>	48 business hours
<b>Cash with Immediate App Issue</b>	72 business hours
<b>Follow-up on Pending Items</b>	8 calendar days