
Delaware Pinnacle MYGA renewal FAQ

Q. What is the timeline for renewing a Delaware Pinnacle MYGA contract?

1. 45-days prior to contract maturity date, a renewal letter is generated and mailed to both the advisor and the contract owner. This letter outlines the contract owner's renewal options and includes the interest rates available for renewing contracts.

Please note: In the event of rate changes to the Pinnacle MYGA product, at the time of renewal your clients will receive **the higher of** the rate at time of renewal or the rate displayed on their letter.

2. 30-days prior to contract maturity date, the renewal window opens and instructions can be sent for renewal processing. If no instructions are received, the contract will automatically renew.

3. 15-days after the contract maturity date, the renewal window closes for surrender charge free withdrawal requests. If a request was received prior to this date, but was NIGO (for example, missing signature), an additional 15-days is allowed to correct it.

Q. What if I want to submit instructions prior to the 30-day window?

Renewal instructions can be submitted and held up to 60-days prior to the transaction date, but the request to process at a later date **must** be clearly noted on the first page of the request.

Q. When will the surrender instructions be processed?

If surrender instructions are submitted within 30-days of the maturity date, the transaction will be pending until the maturity date. For immediate processing, please add "**process immediately**" on the first page of the request.

Q. Can the client make additions within the window?

No.

Q. Can the client do a partial 1035?

No.

Q. Can the client do a partial cash surrender?

Yes.

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Q. What liquidity does the client have after renewal?

The client has 10% liquidity in the first year of the renewal.

Q. Will the policy number stay the same after renewal?

Yes.

Q. Where can I review my Delaware Life business?

Go to accounts.delawarelife.com. If you are not already registered, click “register” to sign up for a temporary password.

Delaware Life Insurance Company is authorized to transact business in all states (except New York), the District of Columbia, Puerto Rico and the U S. Virgin Islands and is a member of Group One Thousand One, LLC ('Group1001").

This communication is for informational purposes only. It is not intended to provide, and should not be interpreted as individualized investment, legal or tax advice. To obtain such advice, please consult with an appropriate professional.

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