



Addressing the Coronavirus Outbreak

Crump values the institutions and financial professionals who work with us and the clients you serve. During this challenging time, we are focused on supporting you and your business, as well as caring for the health and wellbeing of our teammates. With coronavirus prevention and containment efforts underway, we want to assure those we are partnering with that we are prepared. Our leadership and business readiness teams are highly engaged, and we have activated our Business Continuity Plan as we continually monitor the situation. We want to make you aware of how we are prepared to meet your needs – and help you meet your customers' needs.

Business Continuity Plan

Crump has a proven and robust business continuity plan established to ensure we can operate without interruption in service, including a multi-location infrastructure and environment with remote workers. Crump technology provides many teammates with the ability to work from home with access to the tools and information as if they were in the office. This includes most functional areas such as: Illustrations/Sales, Case Management, Underwriting, Contracting and Commissions, and more.

Crump, following the advice of our parent company, Truist, has implemented recommended Center for Disease Control (CDC) health procedures in our offices, along with travel restrictions and event cancellations.

Contacting the Crump Team

Crump teammates working virtually will continue to have access to email and company phones, ensuring our ability to address and manage all new and existing business.

Using our Technology

As a reminder, your Crump website (www.Crump.com) — with many e-business tools including the recently launched Crump Transaction center — is always available. The website can be utilized for illustrations, contracting, case status updates, contacting your case manager and much more. New applications can be submitted electronically through the Transaction Center on our website or via email or mail, just as you do today. What better time than now to become paperless and use all of our online tools!

Working with our Third-Party Partners

Given the national scope of this situation, our carrier and vendor partners are all taking similar precautions and experiencing similar challenges. We will post status information as we receive it on our website Resources Tab. We are all doing our best to work through this as efficiently as possible and appreciate your patience during these unprecedented times.

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Meeting Your Clients' Needs During Market Uncertainty

During this time of market uncertainty and the heightened focus on protection, we understand that many people are looking for product and underwriting information and sales materials. As always, our teams have industry-leading content to support this need and we regularly share it via our websites, emails, webinars and directly through the expertise of our Crump teammates. Please reach out to your sales contact if you have specific questions. We are here to help you navigate the most turbulent times, manage your business and support your customers.

While many of our teammates are working remotely, Crump is operating business-as-usual and we are committed to minimizing any impact to you and your clients. As we adapt to the rapidly-changing circumstances in different cities and markets, we appreciate your patience and we will continue to re-evaluate our plan and communicate any necessary changes that may affect you. We understand that now, more than ever, consumers need the retirement and protection products we sell, and we stand firm with you and our carrier partners to serve you and your customers.

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