

Updated Annuity Statements

AGENT FAQ

1. What is changing?

We are updating the design and layout of our Indexed Annuity statements (Modified SPDA and Flex). The goal is to make the statements easier for clients to read and understand. These improvements will enhance the overall customer experience, support transparency, and reflect National Life Group's commitment to delivering high-quality, user-friendly communications.

2. Are contract values or calculations changing?

No. All contract features, values, fees, and calculations remain the same. This is a cosmetic enhancement only.

3. What will clients receive?

Before the new statements begin mailing, clients will receive:

- A pre-launch letter explaining the updates*
- A How to Read Your Statement guide to help them understand the new format

*For clients receiving paper statements. Clients that opt in for electronic delivery will be able to access this information via the Customer Portal.

4. When will clients start receiving the new statements?

Clients will see the new format in their next scheduled statement mailing, based on their annuity's regular cycle.

5. Do agents need to take any action?

No action is required, but you may want to:

- Review the sample statement
- Use the updated look to support clearer conversations with your clients

6. Why is National Life Group making this change?

To improve the client experience through:

- A cleaner, more modern design
- Better readability and organization
- Consistency across all Indexed Annuity statement types

7. Who can I contact with questions?

If you have questions about the update or how it impacts your clients, reach out to the NLG Sales Desk at 1-800-906-3310.

Products issued by

National Life Insurance Company® | Life Insurance Company of the Southwest®

National Life Group® is a trade name of National Life Insurance Company (NLIC), Montpelier, VT, Life Insurance Company of the Southwest (LSW), Addison, TX and their affiliates. Each company of National Life Group is solely responsible for its own financial condition and contractual obligations. Life Insurance Company of the Southwest is not an authorized insurer in New York and does not conduct insurance business in New York.

No bank or credit union guarantee | Not a deposit | Not FDIC/NCUA insured | May lose value | Not insured by any federal or state government agency

Guarantees are dependent upon the claims-paying ability of the issuing company.