



Pacific Life Update—March 17, 2020

COVID-19 (Coronavirus) Efforts & Financial Strength

As communicated on March 12, Pacific Life is committed to supporting your needs as you service your clients during this extraordinary time. So that we can continue to maintain the service levels you expect from Pacific Life, today we activated our business continuity plan to allow our employees to work from home. We are providing them the resources and support they need to not only take care of themselves and their families, but to be there when you need us. We have high confidence that we can successfully sustain our business operations for the foreseeable future while working from home. As a result of the volatility in the financial markets, we have seen an increased number of calls from financial professionals and our policyholders to our call centers. You may experience longer hold times, but please be assured that we are addressing your inquiries and processing business requests with the highest priority possible.

We also want to provide reassurance as to Pacific Life's financial strength. As a company organized under a mutual holding company structure, we focus on fulfilling long-term promises to our policyholders. We select businesses and markets which we understand well, can excel in, and provide value to our customers. Our unified risk framework is built to prepare for and manage risks in even the most severe of scenarios. With over \$11 billion in statutory capital, Pacific Life will not only survive, but thrive.

We are confident in the strength of Pacific Life, our current efforts, and our preparation for the future. We, as a company and as individuals, can adapt to changes in how we work and how we continue to support you in your business. Thank you for your continued dedication to Pacific Life. We will continue to provide updates about Pacific Life's efforts around COVID-19 in the coming weeks.

Attached you will find a message from Jim Morris, Pacific Life's Chairman, President & CEO. This message has been posted on our website www.PacificLife.com and for policyholders on the account logins. Please feel free to share this letter with your Pacific Life clients as you feel necessary.

Sincerely,

Brian Woolfolk
Institutional Division

**PACIFIC LIFE INSURANCE COMPANY
INSTITUTIONAL DIVISION**

700 Newport Center Drive, Newport Beach, California 92660-6397 Tel (800) 800-7646