

MUTUAL of OMAHA



## From the Desk of Allen Gregoire

We are currently experiencing a delay in the turnaround time for underwriting decisions. Cases are being worked on a first in first out basis. I expect these delays to continue through the next couple of months, while we add on and train 3 additional underwriters.

In order to improve processes and the customer experience, the Underwriting team will be going through some required training. Therefore, during the week of May 15th thru May 18th the Underwriting team will be in half day meetings. On Tuesday the 16th and Wednesday the 17th they will attend half day meetings. During this time period, there will be limited LTC underwriters available for telephone access, however, e-mails will continue to be answered in 4 hours or less.

I apologize for the inconvenience and appreciate your partnership as we continue our efforts to improve our processes.

Please feel free to reach out to me with any questions.



**Allen Gregoire**

*Director of Underwriting*

(402) 351-2391

Annuities

Life

Long-Term Care

Medicare Supplement

Critical Illness

Disability Income

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