

Athene guide to make it easier for doing business during COVID-19



During this time of uncertainty, one thing remains certain. Athene is here to serve you. Here are the resources available to make it easier to do business while face-to-face interactions with your clients are limited.

New business

- Athene supports electronic submissions of new business via:
 - AnnuityNet
 - Affirm
 - Firelight, including our instance on Athene Connect, www.Athene.com (if our instance of Firelight is available to you)

The platforms available to you vary based on the agreement we have with your back office. Please contact your back office for specific details.

- eSignature is available on these platforms. We are exploring other eSignature options, aside from the above, and will keep you informed.
- We accept most Not in Good Order (NIGO) requirements over a recorded line from the client and/or producer. Please note, some corrections are required to be in writing by the client and/or producer.

For financial professional use only. Not to be used with the offer or sale of annuities.

This material is provided by Athene Annuity and Life Company (61689) headquartered in West Des Moines, Iowa, which issues annuities in 49 states (excluding NY) and D.C.

New business (cont.)

- In addition to Firelight, AnnuityNet and Affirm, we accept new business in the following ways (please consult with your back office before using):

Email: <ul style="list-style-type: none">• Include the client name and contract number (if applicable) in subject line• Include 1 attachment per email for the same client• Ensure attached document is NOT password protected• Document types accepted: PDF, TIF, DOC, XLS, JPG, JPEG• Images from Smartphone devices are accepted if the document is converted to PDF.	SubmitCustomerDocs@Athene.com
Athene Connect Document Upload Tool: <ul style="list-style-type: none">• Document types accepted: PDF or TIFF• Ensure uploaded documents are NOT password protected	www.Athene.com
Fax:	866-709-3922
Mail:	PO Box 1555 Des Moines, Iowa 50306-1555 7700 Mills Civic Parkway West Des Moines, Iowa 50266-3862

Post issue

- Clients can request the following post-issue transactions over the phone: partial withdrawals and surrenders up to \$75,000 in most situations, systematic withdrawals, RMDs, address changes and servicing producer changes.
- We are exploring eSignature options and will keep you informed.
- We accept post-issue service forms in the following ways:

<p>Email:</p> <ul style="list-style-type: none"> • Include the client name and contract number (if applicable) in subject line • Include 1 attachment per email for the same client • Ensure attached document is NOT password protected • Document types accepted: PDF, TIF, DOC, XLS, JPG, JPEG • Images from Smartphone devices are accepted if the document is converted to PDF. 	<p>SubmitCustomerDocs@Athene.com</p>
<p>Athene Connect Document Upload Tool:</p> <ul style="list-style-type: none"> • Document types accepted: PDF or TIFF • Ensure uploaded documents are NOT password protected 	<p>www.Athene.com</p>
<p>Fax:</p>	<p>866-709-3922</p>
<p>Mail:</p>	<p>PO Box 1555 Des Moines, Iowa 50306-1555</p> <p>7700 Mills Civic Parkway West Des Moines, Iowa 50266-3862</p>

Technology to help clients manage their Athene contract

Log onto Athene Connect at www.Athene.com to track and manage your contract 24/7. Athene Connect offers access to:

- Information related to the contract, including account values
- Copies of Athene correspondence, including the contract and tax forms
- Ability to request withdrawals, update contact information and beneficiaries

Technology to help you manage your business

Log onto Athene Connect at www.Athene.com to track and manage your business 24/7. Athene Connect offers:

- Pending New Business, Book of Business & Commission reporting
- Document Upload Tool
- Forms and marketing materials
- Pending New Business requirements
- Copy of your client contracts
- Alert messages to notify you of important contract events on your book of business

We are here for you

Contact us at 888-266-8489 between the hours of 8:00 AM-5:00 PM Central, Monday - Friday.

Athene Annuity and Life Company (61689), headquartered in West Des Moines, Iowa, and issuing annuities in 49 states (excluding NY) and D.C. is not undertaking to provide investment advice for any individual or in any individual situation, and therefore nothing in this should be read as investment advice.

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