

Instructions for Policyholders: Submitting Cash Surrender Forms and Exchange/Transfer/Rollover Requests

Guaranty Association coverage for policies issued by Colorado Bankers Life Insurance Company (CBL) and Bankers Life Insurance Company (BLIC) began when the Liquidation Order, with a finding of insolvency, became effective on **November 30, 2024**. The Guaranty Associations are providing coverage in accordance with applicable laws.

During rehabilitation, the Receiver retained Actuarial Management Resources, Inc. (“AMR”) to administer insurance policies and annuity contracts issued by CBL and BLIC. The Guaranty Associations have chosen to continue using AMR to administer covered policies and contracts during the liquidation process.

The following pages include specific instructions for policyholders who wish to **(a)** surrender an annuity and receive the cash value of the annuity benefits covered by the Guaranty Association (pages 2-3); or **(b)** exchange/transfer the cash value of the annuity benefits covered by the Guaranty Association to a different company (pages 4-5).

The processes and required documents for surrenders and exchanges/transfers differ. However, for both surrenders and exchanges:

- **A completed Release, Subrogation and Assignment form must also be provided for surrenders OR exchanges/transfers to be processed.**
- **Policyholders SHOULD NOT submit any forms to the Guaranty Association. Forms sent to a Guaranty Association cannot be processed.**

Please read these instructions carefully before submitting a request to surrender or exchange/transfer an annuity. If you have any questions or need assistance, please contact AMR using the following contact information:

For CBL policies:

Colorado Bankers Life Insurance Company
PO Box 11609, Winston-Salem, NC 27116-1108
Phone (833) 658-2841
Fax (303) 220-8056
Email CBL@actmanre.com

For BLIC policies:

Bankers Life Insurance Company
PO Box 11948, Winston-Salem, NC 27116-1108
Phone (833) 658-2840
Fax (727) 399-6965
Email BLIC@actmanre.com

Steps to Submit Cash Surrender Forms: This process will generate a check to you.

1. Access the Correct Online Portal for Guaranty Association Coverage:

- A. For **CBL** policies, use the following link: [CBL Policy Holder Portal](#)
or enter <https://policyaccess.com/ColoradoBankersLife>
- B. For **BLIC** policies, use the following link: [BLIC Policy Holder Portal](#)
or enter <https://policyaccess.com/BankersLifeInsuranceCompany>

2. Log In or Register:

- A. Prior Portal Users: If you were previously a member of the CBL/BLIC Policy Holder Portal, you may use your existing Username and Password to log in.
 - Upon logging in to the updated website, you will be prompted to reset your password. Be prepared to enter and retain a new password.
- B. New Portal Users: If you were not previously a member of the Portal, click the “Register” link to create a new account.

3. Obtain Necessary Forms:

- A. Once logged in, navigate the portal to access forms for surrender requests under the Forms tab.

4. Print and Complete the Forms:

- A. Print the Policy Cash Surrender Form **and** the Release, Subrogation and Assignment Form, then complete all necessary fields on the forms accurately and thoroughly. Ensure all requested information is legible.

5. Options for Returning the Completed Forms:

- A. DO NOT Send Forms to your Guaranty Association. Forms sent to Guaranty Associations cannot be processed.
- B. **Upload the forms to the correct Secure Portal:**
 - Convert the completed forms to a PDF.
 - Use the secure upload feature on the correct portal to submit your completed forms.

- For **CBL** policies, use the following link: [CBL Policy Holder Portal](#)
or enter <https://policyaccess.com/ColoradoBankersLife>
- For **BLIC** policies, use the following link: [BLIC Policy Holder Portal](#)
or enter <https://policyaccess.com/BankersLifeInsuranceCompany>

C. Mail Completed Forms:

Mail your completed surrender forms to the appropriate address:

- **For CBL policies:**
Colorado Bankers Life Insurance Company, PO Box 11609, Winston-Salem, NC 27116-1108
- **For BLIC policies:**
Bankers Life Insurance Company, PO Box 11948, Winston-Salem, NC 27116-1108
- Consider using certified mail or a delivery service with tracking capabilities (e.g., FedEx, UPS) to protect your personal information. If using FedEx or UPS please use the following address:

4964 University Parkway, Suite 203
Winston-Salem, NC 27106

D. Fax the Completed Forms

- **Fax for CBL:** 1-303-220-8056
- **Fax for BLIC:** 1-727-399-6965
- You can transmit the form via facsimile; however, if you choose to send it by facsimile, you accept responsibility for any unintended disclosure or breach of such facsimile transmission.

6. REMINDER: DO NOT Send Any Forms to the Guaranty Association

Steps to Submit an Exchange/Transfer/IRA Rollover Request: This process will directly transfer your covered account value to your new institution, and you will not receive a check in the mail.

1. Do NOT Submit a Surrender Form

- A. Under no circumstances should you submit a surrender form for an exchange or transfer. Doing so may disrupt the process and could lead to unintended consequences.

2. Obtain and Complete Required Forms from the Receiving Company

- A. Contact the company that you wish to transfer your funds or policy to.
- B. Obtain the specific forms required by that company for an exchange or transfer.
- C. Carefully complete all required sections of the forms. If needed, consult with a representative from the receiving company for assistance.
- D. Submit the completed forms to the receiving company, following their instructions.

3. Access the Correct Online Portal for Guaranty Association Coverage:

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or enter <https://policyaccess.com/ColoradoBankersLife>
- B. For **BLIC** policies, use the following link: [BLIC Policy Holder Portal](#)
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4. Log In or Register:

- A. Prior Portal Users: If you were previously a member of the CBL/BLIC Policy Holder Portal, you may use your existing Username and Password to log in.
 - Upon logging in to the updated website, you will be prompted to reset your password. Be prepared to enter and retain a new password.
- B. New Portal Users: If you were not previously a member of the Portal, click the “Register” link to create a new account.

5. Obtain Release, Subrogation and Assignment Form:

- A. Once logged in, navigate the portal to access the Release, Subrogation and Assignment Form under the Forms tab.

- B. Print the Release, Subrogation and Assignment Form and then complete all necessary fields on the form accurately and thoroughly. Ensure all requested information is legible.

6. Options for Returning the Completed Forms:

- A. DO NOT Send Forms to your Guaranty Association. Forms sent to Guaranty Associations cannot be processed.

B. Upload to the correct Secure Portal:

- Convert the completed forms to a PDF.
- Use the secure upload feature on the correct portal to submit your completed forms.
- For **CBL** policies, use the following link: [CBL Policy Holder Portal](#) or enter <https://policyaccess.com/ColoradoBankersLife>
- For **BLIC** policies, use the following link: [BLIC Policy Holder Portal](#) or enter <https://policyaccess.com/BankersLifeInsuranceCompany>

C. Mail Completed Forms:

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