



PRESS RELEASE

Saturday, March 21, 2020

FOR IMMEDIATE RELEASE

GUARDIAN LIFE INTRODUCES NEW MEASURES TO ASSIST POLICYHOLDERS DURING COVID-19 OUTBREAK

In keeping with the Government's call to adhere to social distancing and to assist customers who may be adversely affected by the impact of the novel Coronavirus COVID-19, Guardian Life Limited will be implementing a number of measures to assist its customers. Effective Monday, March 23, the new opening hours at Guardian Life's offices in Kingston, Mandeville, Montego Bay and Ocho Rios will be from 8:30 a.m. to 1:30 p.m. Mondays to Fridays, while the May Pen office will open Mondays and Thursdays from 8:30 a.m. to 2:00 p.m. and on the last day of the month when it falls on a week day. Only senior citizens will be attended to between 8:30 am and 9:00 am, and will be given priority during 9:00 am to 1:30 pm.

"We want to ensure our customers and team members have as minimal exposure as possible, so we will be reducing our usual operating hours while giving priority to our senior citizens who fall within the most vulnerable groups of the persons," Eric Hosin, President of Guardian Life Limited noted. Team members of Guardian Life who are able to work from their homes will do so where possible.

"Because we recognise that life insurance is of paramount importance at this time, we will be reinstating all policies that have lapsed within the last 12 months, upon completion of a reinstatement form. We are also encouraging policyholders that may have lost their jobs or are experiencing financial difficulties as a result of COVID-19, to kindly make contact with their Advisor, the nearest branch or our Head Office via telephone or email to discuss our flexible options available to keep their protection in place," reinforced Mr. Hosin.

Mr. Hosin also added that the Company will be waiving service fees until June 30, 2020.

"As financial advisors, we have taken the decision to play our part in protecting the financial security of our policyholders to get us through these unusual and unpredictable circumstances", said Mr. Hosin.

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