

Announcement

Response to COVID-19

20 March 2020

A message from our CEO Grant Hackett on Generation Life's response to COVID-19.

Generation Life is taking a calm, cautious and considered approach to COVID-19 in order to maximise the safety of all our staff members and minimise any disruption to investors and their financial advisers.

As the COVID-19 impact continues to evolve daily, we wanted to reassure you Generation Life is monitoring the situation closely and adjusting our plans to ensure we continue to deliver the highest level of service to you.

We have seen significant volatility in investment markets around the world, and understand that you may be anxious or concerned at this present time. We are working hard to ensure that we can alleviate those concerns as best we can and help you navigate through these uncharted waters.

We have rigorous and tested plans and processes in place to ensure our business operations continue throughout the crisis.

Protecting our staff and clients

We are doing everything we can to protect the health and safety of our staff and clients. Our established ways of working and technology already enable our people to service you in a range of agile ways, while still maintaining the quality of service we're proud to provide. Our people are at the forefront of our minds and so are you and your family, therefore we've decided to implement a series of measures to reduce the risk of infection and any subsequent spread of the COVID-19 virus.

Digitally connected

We're already experts at using technology to communicate. We work collaboratively, remotely, and virtually all day, every day. Now we'll be doing more of it between multiple locations. Generation Life has enacted a work from home policy and the majority of our staff are now working remotely and will continue to provide the same level of service.

How to get in touch with Generation Life

Investors and advisers are asked to please not attend Generation Life's physical office but to contact us via email or phone. The contact number for Generation Life is 1800 806 362 and our email address is enquiry@genlife.com.au

I want to assure you we are able to continue to support you during this period of uncertainty due to the outbreak of COVID-19.

We are monitoring the guidelines set by the Government and health authorities and will continue to update our plans as developments arise.

Processing

Processing will continue as normal. We appreciate your understanding and patience during this time if there is a slight delay in processing your instructions or responding to your queries.

We encourage you to make the most of our online services including our online application forms, BPAY facilities and utilising our online service to help reduce the current health risks.

In the current circumstances, our priority is the health and well-being of you and your family.

Please take care of yourself and your loved ones.

Grant Hackett OAM

Chief Executive Officer, Generation Life

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