



March 15, 2020 (original)
March 25, 2020 (updated)

Dear Catholic Financial Life Members,

I am writing to update you on actions Catholic Financial Life is taking in connection with the National Health Emergency caused by the Coronavirus Epidemic. Serving our members while protecting the safety and well-being of our associates, advisors and chapter leaders is our highest priority. Accordingly, we are implementing the following:

Home Office Services

Home Office Associates will be working remotely from home starting on Monday, March 16 through Friday, April 24, or, until the Governor's Safer at Home Order is lifted. Our goal remains to provide you with the highest quality service possible. However, given the new work arrangements, you may experience extended wait times or need to leave a message.

For general questions or to report the death of a loved one, call us at 800-927-2547 or email service@catholicfinanciallife.org or claimsgeneralmail@catholicfinanciallife.org

You can access your account information via Account Access at www.cfl.org/members/login-htm or visit the On-line Service Center www.cfl.org/membership/service-center to find fillable, printable forms.

Contact an Advisor

If you would like to speak with your advisor, contact them by calling the number on your statement or find their contact information at www.cfl.org/find-an-advisor

Member Events and Chapter Leader Conferences

Regional member events and local chapter activities for March and April have been canceled. Chapter Leader Conferences scheduled for March, April and May have been canceled and we are looking to reschedule them in Fall.



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www.CatholicFinancialLife.org



Financial Strength

Catholic Financial Life has a 152-year track record of taking care of our members. We successfully protected our members, their families and their retirement savings through World Wars, the Great Depression, Great Recession and more.

Catholic Financial Life enters this period of volatility and uncertainty in the strongest financial position in our history. We finished 2019 with over \$100 million in surplus. Surplus acts like a shock absorber, providing additional safety to help ensure we can fulfill our promises to all members during unforeseen events.

In addition, less than 1% of our portfolio is invested in the stock market. Over 90% of our assets are invested in high quality corporate bonds. Our investment portfolio is diversified and conservatively positioned to meet both long-term and short-term responsibilities. You can trust Catholic Financial Life to be there for you and your loved ones when you need us most.

During times like these, I am reminded of the words from Scripture: Be not afraid! Whenever Americans have faced trials in the past, together, we have risen to the challenge. I am confident that we will manage through the current crisis and emerge stronger.

Please join me in praying for those affected by the coronavirus as well as our public safety officers, first responders and health care personnel.

Fraternally,

A handwritten signature in black ink that reads "Bill". The script is fluid and cursive.

William R. O'Toole
President & CEO



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