

Everlake Policy and Contract Transition

Frequently Asked Questions

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Q1: Who is Everlake?

A1: On January 26, 2021, Allstate announced it had entered into an agreement to sell Allstate Life Insurance Company and Allstate Assurance Company to Everlake US Holding Company ("Everlake"). The sale became final on November 1, 2021. The Allstate Assurance Company name was changed to Everlake Assurance Company and the Allstate Life Insurance Company name was changed to Everlake Life Insurance Company, respectively.

Q2: What does the sale mean to me?

A2: The change of ownership does not affect any of the contractual provisions or guaranteed elements of your policy. In addition, Everlake remains subject to the same regulations that were in effect prior to the sale of the company.

Q3: How were customers originally informed about the transaction?

A3: Allstate mailed letters to all affected life insurance and annuity customers in December 2021 and January 2022. Additionally, endorsements were mailed in 2022, changing the name of the issuing insurance company to Everlake Life Insurance Company or Everlake Assurance Company. Notices and Endorsements were mailed to the policyowner address on file.

Q4: When were endorsements mailed?

A4: Allstate mailed amendatory endorsements in 2022, changing the name of the issuing insurance company to Everlake Life Insurance Company or Everlake Assurance Company, as applicable.

Q5: Will my policy number change?

A5: No, your existing policy or contract number remains the same.

Q6: Who will service my policy?

A6: Servicing has transitioned from Allstate to Everlake's new administrator, Transaction Applications Group, Inc. ("TAG") for all policies.

Q7: Who is Transactions Applications Group (TAG)?

A7: Transaction Applications Group, Inc. (TAG), is a wholly owned subsidiary of NTT DATA Services Holdings Corporation ("NTT"). TAG is Everlake's new administrator.

Q8: When will TAG/NTT start taking calls/chats from policy owners?

A8: Policies moved to the new service provider in a phased approach. Effective June 8, 2026, servicing for all Everlake policies and contracts has migrated to TAG/NTT.



Q9: When will I see name changes on my bills or letters?

A9: Updates to bills and correspondence were updated in a phases approach. Effective June 8, 2026, servicing for all Everlake policies and contracts has migrated to TAG/NTT and the rebranding to Everlake is complete.

Q10: Will this change what I see on my bank statements when my monthly payment is taken?

A10: Effective June 8, 2026, servicing for all Everlake policies and contracts has migrated to TAG/NTT. You should see the name changed on your bank statements to reflect Everlake. Your draft date and amounts in effect prior to the migration remain unchanged unless subsequently changed by you.

Q11: Can I continue to send my premium payments to Allstate?

A11: No, payments should be directed to Everlake going forward. Depending on how you make payments, you may need to update your banking information.

- **No Change Required for Electronic Funds Transfer, or EFT:**
 - If you have already instructed us to make premium payments via pre-authorized EFT, no changes are required. *Note: new instructions for EFT payments may take up to four business days to process.*
- **Changes Required for Online Banking/Bill Pay:**
 - If you use your own bank's online banking feature or online bill pay to send in your premium payments, please update your bill pay instructions to the **Mailing Address for Premium Payments** found below.
- **Mailing of Paper Payments**
 - Payments can no longer be accepted at the prior PO Boxes. To ensure the timely processing of your premium payments you will need to use the updated addresses for Everlake found below.
- **No Cash Payments:** We do not accept cash premium payments.

Q12: What if I need to make a change on my policy (coverage, address, etc.)?

A12: For all Everlake policies and contracts, requests to make a change should be submitted to TAG for servicing.

Q13: What if I have a claim?

A13: For all Everlake policies and contracts, customers should file a claim with the Everlake Customer Portal or visit the Policy Services page on www.everlakelife.com to obtain contact information for submitting a claim.



Q14: Does Everlake have an online customer portal?

A14: Yes, customers can access Everlake's customer portal which can be found at <https://customer.everlakelife.com>. *Note: customers with Structured Settlements, Pension Buyouts, Variable Annuities, Single Premium Variable Life, and Variable Universal Life policies/contracts cannot utilize the customer portal at this time.*

Q15: How do customers contact Everlake or TAG going forward?

A15: Customers with the policies/contracts listed below should use the following to contact Everlake/TAG.

For All Products: Telephone Servicing Information for Customers Only

Product	Contact Details/Hours
Life Products: All products except Registered Products	Phone: 844-953-0347 Hours: M-F: 8:00 am - 7:00 pm CT Sat: 8:00 am - 4:30 pm CT
Annuity Products: All annuity products except Helmsman and Horizon Variable Annuities and RightFit	Phone: 844-953-2815 Hours: M-F: 8:00 am – 6:00 pm CT
Registered Products: Helmsman and Horizon Variable Annuities, RightFit, Single Premium Variable Life, and Variable Universal Life	Phone: 833-879-0774 Hours: M-F: 8:00 am – 6:00 pm CT
All Products	Email: ELCustomerService@everlake.nttdata.com Customer Portal: https://customer.everlakelife.com

Mailing Address For	Regular Mail	Overnight Delivery
Service & Claim Correspondence	Everlake PO Box 83328 Lincoln NE 68501	Everlake 777 Research Drive Lincoln NE 68501
Premium Payments For all products except Helmsman and Horizon Variable Annuities, RightFit, Single Premium Variable Life, and Variable Universal Life	Everlake PO Box 6009 Carol Stream IL 60197-6009	Everlake 2640 White Oak Cir., Suite C ATTN: 6009 Aurora, IL 60502
Premium Payments For Helmsman and Horizon Variable Annuities, RightFit, Single Premium Variable Life, and Variable Universal Life only	Everlake PO Box 6144 Carol Stream IL 60197-6144	Everlake 2640 White Oak Cir., Suite C ATTN: 6144 Aurora, IL 60502

