



Brighthouse Financial COVID-19

Brighthouse Financial was recently informed that two of its employees – one based in Charlotte and one based in Tampa – were referred for COVID-19 testing by medical providers. Although positive diagnoses have not been confirmed, the safety of our employees and partners is our top priority. Out of an abundance of caution, we asked all employees based in these offices to work from home until further notice.

Please be assured that this is a precautionary measure which we do not expect to cause disruption to our daily operations. We are able and fully prepared to support our partners, clients and customers as usual.

Please Note: All phone numbers to contact the Brighthouse Sales and Operational areas remain the same.

Frequently Asked Questions:

Why did Brighthouse close its Charlotte and Tampa offices?

Brighthouse was informed that one employee based in the company's Charlotte office, and one employee based in its Tampa office, have been referred for COVID-19 testing by medical providers.

Although a positive diagnosis has not been confirmed in either case, the health and safety of our employees and their families is our top priority.

Out of an abundance of caution, we have asked employees in our Charlotte and Tampa offices to work from home until further notice.

How will the closures affect Brighthouse's operations?

All Brighthouse employees have work-from-home capabilities, which allows us to continue normal operations in the event of office closures. Our other office locations currently remain open, and we are closely monitoring the COVID-19 situation in those areas.

Until further notice, our Life Sales Desk and the Charlotte Annuity Sales Desk will work from home to support all incoming calls. Our Phoenix Sales Desk continues to be fully operational at this time.

Our Life Sales Desk hours are Monday to Friday, 8:00 am to 6:00 pm EDT. Our Annuity Sales Desk hours are Monday to Thursday, 8:00 am to 8:00 pm EDT and Friday, 8:00 am to 7:00 pm EDT

All other employees remain fully operational from home.

Is Brighthouse prepared for further impacts from the coronavirus?

Brighthouse is committed to the well-being and safety of all its employees and their families, and we are closely monitoring the COVID-19 situation.

Brighthouse is built on a strong financial foundation, and we strive to protect our business by maintaining balance sheet strength through business and market cycles.

We have a strong balance sheet and cash position. At year-end 2019, our statutory combined total adjusted capital was \$9.7 billion, and our combined risk-based capital ratio was 552 percent, and we had holding company liquid assets of approximately \$800 million.

We have reviewed our business continuity plans and will continue to take necessary precautions to ensure our employees' health and safety while mitigating any potential impacts on business operations.

Thank you for your continued partnership and understanding during this time.

Please contact your Brighthouse Strategic Relationship Manager with any questions.