

Electronic Alerts Delivery Terms and Conditions



Rev. 09/20

To be sent certain alerts and notifications from Venerable electronically, rather than through U.S. mail, you must review this Electronic Delivery Terms and Conditions document, and select the “Apply Changes” button to consent to electronic delivery of alerts pertaining to accounts, policy(ies) or contracts administered by Venerable for which you are authorized as an owner or authorized annuitant (“Venerable Account(s)”) with respect to which electronic delivery of alerts is an option.

By selecting “Apply Changes”, you specifically (i) acknowledge, as part of your acceptance of these Electronic Alerts Delivery Terms and Conditions, that alerts and links to documents pertaining to your Venerable Account(s) will be delivered to your verified email address or mobile phone number; and (ii) consent to the delivery of such alerts by the electronic means specified in this Electronic Alerts Delivery Terms and Conditions document. If you do not elect to receive electronic delivery of alerts, you will continue to be sent documents via U.S. mail.

Your consent is effective until:

- Further notice by Venerable
- Revocation by you, or

You may verify, change, or revoke your preferences by visiting the Venerableannuity.com web site and logging into your account (the “Venerable Customer Portal”), or by calling Customer Service at the toll free phone numbers available on Venerable’s web site.

You may also change or revoke your preferences by writing to us at Venerable Annuity, 699 Walnut Street, Des Moines, IA 50309 or via email at service@venerableannuity.com.

You may also update your email address and/or mobile phone number by logging in to the Venerable Customer Portal and visiting the “my Profile” section.

In accordance with the scope of your consent, alerts that will be sent to you electronically may include, but are not limited to: activity confirmation (notice that contact or bank information has been changed), surrender, withdrawal notice, address changes, Required Minimum Distributions (RMD), annuitization, loans, and/or systematic withdrawal.

Alerts may contain a link to your Venerable Account documents that may be downloaded from the Venerable Customer Portal for your records. Most documents will be available through the customer portal for at least seven years. The length of availability may be subject to change in the future.

If have consented to electronic delivery, you will be sent email or SMS/Text alerts from Venerable. Venerable will send one alert per Venerable Account.

Please contact us to report any problem with electronic delivery of any alert type, to receive information about how to request a paper copy of any electronic document free of charge, or if you have any questions about our electronic delivery offering.

Information about Systems Requirements

By consenting to electronic delivery for alerts and communication, and continuing your enrollment in electronic delivery, you confirm that you can receive these alerts electronically.

E-mail

To participate in the electronic delivery program and be sent alerts via email, you must have a valid email address on record and Internet access via a browser. Electronic delivery is provided free of charge from Venerable; however, your online service provider may apply a charge. Documents may be provided in HyperText Markup Language (HTML), Portable Document Format (PDF), or other compatible formats. In order to access PDF documents, you must have Adobe® Acrobat® software or other PDF reader software. Acrobat Reader is available for download at no cost at <http://www.adobe.com>.

By consenting to electronic delivery via email, you confirm that your personal computer or access device is equipped with PDF reader software, and you agree to keep your verified email address current and notify Venerable of any changes.

SMS/Text Message

To participate in the electronic delivery program and be sent alerts via text message, you must have a verified mobile phone number on record and Internet access via a browser. Electronic delivery via SMS/Text Message is provided free of charge from Venerable; however, your phone service carrier may apply a charge to receive text messages.

By consenting to electronic delivery via SMS/Text Message, you confirm that your personal computer or access device is equipped with PDF reader software, and you agree to keep your verified mobile number current and notify Venerable of any changes. ***You specifically agree that SMS/Text Messages may be sent to you between the hours of 11:00 A.M. and 9:00 P.M. Eastern Time.***

If you have any difficulty accessing any of the documents described above, please contact us. In the future, you will be sent instructions about how to access these documents or other documents, if they become available in a different location.

Changing Selections or Revoking Consent

You will be notified electronically or by mail of changes to your Electronic Delivery consent elections.

Please note that if you revoke or modify your electronic delivery election, this election applies to each Venerable contract.

To change or verify your mailing preferences or email address at any time, or to revoke your Electronic Delivery election and consent:

Log on to Venerableannuity.com and choose "Login to Your Account" and visit "My Profiles" page.

→ Click My Profile in the top navigation bar and go to Mailing preferences and adjust your delivery options.

In the future, as documents for your Venerable Accounts, forms, and transactions become available electronically, you may begin to receive them electronically in accordance with the terms of this Agreement and the scope of your consent. Some documents may continue to be mailed regardless of your electronic delivery preferences.

If you did not consent to the delivery of alerts to your email address or mobile phone number, and/or you do not have a Venerable Account, please call us at the toll free number on the venerableannuity.com web site.

To consent to the terms of electronic delivery as described above, you must select the "Apply Changes" button.

Certain E-mailed Alerts may include a hyperlink which will allow you to automatically unsubscribe from electronic delivery of such Account Alerts as: notice of Withdrawals, Contract Changes or changes to your Profile information Values. Clicking that hyperlink will **not** stop electronic delivery of Document Delivery Preferences, which can be changed by Logging into your Venerable account and visiting My Profile.