Important information regarding receivership | View in your browser

Court-Appointed Receiver for Reliant Life Shares, LLC

IMPORTANT INFORMATION

Invoicing Process Update

Dear Reliant Investor:

There continues to be a significant degree of confusion among some investors concerning the invoicing process, particularly in relation to directing IRA/Qualified Plan custodians, to remit payment. In an effort to address this issue, please consider the following information:

1. You are strongly advised to contact your IRA/Qualified Plan custodian ***before*** directing them to remit payment on your behalf for any invoice you receive;
2. All custodians were notified before the invoicing process began, and all custodians were asked to provide whatever form they require investors to use to direct them to pay invoices. Only three (3) custodians responded and their forms are on the receivership website. There is also a letter template you can customize and use to direct your custodian to remit payment on your behalf;
3. Either a PDF file or a link to Payment Instructions is provided with every invoice. These instructions should be read before attempting to remit payment. In the case of an IRA/Qualified Plan custodian you should **forward** the invoice email you receive to your custodian along with either their form or other written instruction directing them to use the **"Pay Now"** link included in every invoice email to remit payment;
4. Invoices should be paid using the **"Pay Now"** link in the invoice email so payments are recorded in the accounting portal and correctly credited to your record in the portal;
5. Payments sent from your bank directly to the receivership account cannot be automatically credited to your accounting portal record. The manual process of cross-referencing these payments takes a great deal of time. Therefore, please **DO NOT bypass the "Pay Now" link** in the email by directing your bank to pay directly to the receivership account;
6. You can **forward** the invoice email to your bank if you wish, but you should direct them to pay using the **"Pay Now"** link provided only;
7. You have been invited to create credentials that will allow you to log in and view your accounting record in the portal. The information in the portal **DOES NOT** include information about invoices or payments issued by Reliant before the receivership was established. However, the portal does provide you with the ability to see all current invoices and payments. You can also update your contact information;
8. Please do not email or call to ask if your payment was received. If you used the **"Pay Now"** link and followed the **Payment Instructions** included with each invoice email, you can log in to the portal to confirm this information. If you did not use the "Pay Now" link or direct your bank or custodian to do so, you can continue to check the portal and when the payment is ultimately credited to your account in the portal you will see it there;
9. If you believe an error may have occurred, you should email **receiver@reliantlifeshares.com** and we will research the issue. Most of the problems we have encountered so far (and there have been very few) involve investors, banks, or custodians who did not use the **"Pay Now"** link in the invoice email;
10. If you have any questions concerning the invoicing process, please email them to: mailto:receiver@reliantlifeshares.com.

Thank you for your continued patience as we continue to re-establish this process, stabilize the policies owned by the series trusts, and work to achieve the best possible outcome for all concerned.

With kind regards,
Christopher Conway, Receiver
Reliant Life Shares, LLC

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