

# BULLETIN



## A Communication for Financial Professionals

**Date:** 10/5/26  
**To:** Life Insurance Producers, Broker General Agencies, Management, Office Administrators, and Technical Staff  
**Subject:** Hawaii Disaster Relief  
**Category:** Compliance

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### Hawaii Disaster Relief – Hurricanes and Severe Weather

Effective September 10, 2026, the Hawaii Department of Commerce and Consumer Affairs Insurance Division issued Memorandum 2026-8A encouraging insurers provide relief and accommodations to policyowners impacted by Hurricane Lowell, Tropical Storm/Hurricane Lala, and the Kona low storms. Pacific Life is providing accommodations for impacted policyowners who reside in Hawaii.

- **Moratorium Period:** September 10, 2026 through January 7, 2027 (unless extended).
- **Designated Area:** State of Hawaii.
- **Affected Policies:** Upon request of those affected, Pacific Life will work with policyowners residing in Hawaii to offer lapse assistance and extend Grace Period End (GPE) dates. Pacific Life may also offer payment plans or additional time to repay premiums that become due during the moratorium period.
- **Premium Accommodations:** Upon request of those affected, Pacific Life may waive late-payment penalties and work with policyowners to identify additional accommodations, as appropriate.

Consideration is given to other policyowners who may have been impacted by the hurricanes or severe weather events and are experiencing disaster-related hardship. Policyowners should contact Pacific Life for assistance.

Life Insurance Producers, Broker General Agencies, Management, and Office Administrators are encouraged to contact clients in affected areas to inform them of these accommodations.

Our customer service representatives are available to assist you from 6:00 AM to 5:00 PM Pacific Time, Monday through Friday.

- For Pacific Life policy numbers beginning with "2L," please call (844) 276-0193.
- For all other Pacific Life policy numbers, please call (800) 800-7681.

***Pacific Life is a product provider. It is not a fiduciary and therefore does not give advice or make recommendations regarding insurance or investment products.***

**(800) 800-7681 | (888) 595-6996**

**PacificLife.com**

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The home office for Pacific Life Insurance Company is located in Omaha, Nebraska. The home office for Pacific Life & Annuity Company is located in Phoenix, Arizona.

**No bank guarantee • Not a deposit • May lose value  
Not FDIC/NCUA insured • Not insured by any federal government agency**



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