

COREBRIDGE PARTNERS GROUP (CPG) MID-2026 IMPROVEMENTS FOR PRODUCERS

What is CPG doing to make my life-sales experience better, especially for producers who may have previously experienced service letdowns?

CPG continues to lead the industry with a broad, highly competitive product suite, unique and sometimes exclusive riders, and an outstanding agent contract structure. However, for some producers, recent growing pains have resulted in service issues. CPG has heard your feedback and is fully committed to improving your experience.

In addition to the behind-the-scenes activity related to the Corebridge-Equitable merger, which some industry observers say could make the combined company a dominant, producer-focused life and annuity platform, CPG is also making practical service improvements.

CPG's sales departments have been given new tools, additional people, and stronger connections with other departments to help get your cases completed faster and more efficiently. The following items are either already implemented or currently in process:

- Added three underwriters, with plans to add up to six more in future months.
- Adding up to six new Internal Sales Consultants (ISCs) to help with product information, case design, and application-system support. Call 800-677-3311, option 2, then option 1.
- Increased case managers from one to two per region.
- Implementing a new-business auto-feed process to speed up the handling of outstanding requirements.
- Simplifying the New Business Chat process to make it easier to use, including removing the verification section.
- Soon adding a similar chat feature for in-force policies.
- Upgrading case-management expertise, including adding up to seven new CRMs nationwide, to provide additional resources for proactive case management and eliminate unnecessary steps that prolong the experience.
- Introducing a New Business Action Report updated hourly for regional offices, helping them identify information that may be holding up a pending policy. This is likely to be more timely than Connex.
- Recently announced expanded informal-application eligibility.
- Increasing regional-office internal wholesaler support by three or more positions.

In addition, CPG has chosen a small handful of MGA upline agency relationships to elevate to a higher, concierge-like level of service. The Cenco, Cenco-Long, and CM Alliance offices have been selected as one of those relationships. All departments have been made aware, with the objective of achieving faster and more consistent response results.

In addition to using CPG's Connex website, we encourage you to visit <https://www.corebridgefinancial.com/life/standoutwithqol/home>. This site does not require a password and provides additional information and reminders about how CPG can contribute to your success.