



# Consumer Privacy Statement

We value our relationship with you. Symetra is serious about keeping your personal information private and secure.

This notice of our privacy policy explains where we get information about you, who we may share your information with and how that information is kept safe.

Symetra does not sell or rent information about you to others.

## Types and sources of information

The information we get about you comes from different sources, depends on our relationship with you and may include:

- Information that you give to us on applications, online, communications with us, and other forms, such as your name, address, telephone number, Social Security number and/or biometric information, such as your voice print for authentication.
- Information from your transactions with us, our affiliated companies, or our business partners. This includes products and services you have purchased from us or information about your payment history or claims.
- Information we receive from other sources, such as consumer reporting agencies, medical information bureaus, government agencies or other third-parties to confirm or add to facts given by you.
- Information we receive from your financial professional. This may include updated information about your policy or account.

## Sharing information

In order to conduct our business and offer you the products and services that you may want, we may share your information as allowed or required by law.

We may share your information with our affiliates or third parties outside the Symetra family of companies to service, market or underwrite our products and services to you.

We may share your information with financial professionals who sell our products and services. We may also share your information with financial institutions that we have joint marketing agreements with to sell our products and services.

Working with these businesses allows us to provide you with a broader selection of insurance and investment products and services from our companies. These businesses are legally obligated to keep your information private and secure, and to use it only for the services we request.

We may share your information to respond to a subpoena or judicial process or inquiry from a government regulatory authority, prevent fraud and other crimes, and to comply with legal requirements.

If any sharing of your information would require us to give you the option to opt-out of or opt-in to the information sharing, we will provide you with this option.

We will continue to follow our privacy policy as described in this notice even when you are no longer our customer.

## Medical information

We obtain or share medical information only in connection with specific products and services. This may include underwriting a life insurance policy, processing a claim, or any other use that we disclose to you before the information is collected.

## About financial professionals

The independent financial professionals who sell our products and services are not our employees and are not subject to our privacy policy.

They may have received personal information about you that we do not have. They may use this information differently than we do. Contact your financial professional to learn more about their privacy practices.

## Keeping your personal information safe

We protect your personal information in a variety of ways.

We are legally obligated to maintain physical, administrative, and technical safeguards to protect this information from unauthorized access or acquisition.

Employees receive training to protect personal information and are authorized to access this information only when they have a business need to do so. We expect the financial professionals who sell, and the third parties who service, our products and services to maintain a high regard for privacy and to safeguard customer information, as required by law.

We follow your state law when it protects your privacy more than federal law.

## Accuracy of your information

We need accurate information to provide you with the best possible service.

If you need to update your information, or if the information we have about you is inaccurate or incomplete, please contact us. Please be sure to include your name, address, and policy or contract number and your relationship with us. All requests must provide sufficient information to allow us to reasonably verify your identity. To fulfill your request, we may ask for more information, dependent on your relationship with us.

You may choose to authorize an agent to make a request on your behalf. We may request that such authorized agent provide information sufficient to confirm they are authorized to act on your behalf, and capable of verifying your request and authenticating your identity.

- By telephone: You can call us at the telephone number shown on your account statement or on other information we have sent to you. You can also call us at **1-800-796-3872**.
- In writing: You can write to us at the address shown on your account statement or on other information we have sent to you. You can also write to us at **P.O. Box 34690, Seattle, WA 98124-1690**.

You can also request a copy of the information that we have about you in our files to make sure it is correct. You must make your request in writing and send it to the address shown on your policy or contract or to the address shown above. We will send you the information within 30 business days of receiving your request. We will advise you of any person or group to whom we have given the information during the last two years.

If you believe the information about you in our files is wrong, you can notify us in writing. We will review your file and respond to you within 30 business days. If we agree with you, we will change our records. This change will become part of the file. It will be sent to those that received inaccurate information from us. It will also be included in any later disclosures to others.

If we disagree with you, we will explain why. You can provide us with a statement explaining why you believe the information is wrong. This statement will become part of the file. It will be sent to those that received the disputed information from us. It will also be included in any later disclosures to others.

## Privacy and Symetra's websites

This notice also applies to our websites. If you would like more information about our website privacy and security practices, go to [www.symetra.com](http://www.symetra.com) and click on the Privacy and Security links.

## California Resident?

If you are a California resident, you may have additional privacy rights. Please visit [www.symetra.com/CCPA](http://www.symetra.com/CCPA) for more information. Alternatively, you can call our CCPA hotline at 1-800-SYMETRA (796-3872) and enter extension 22216.

## The Symetra family of companies

This notice applies to the following companies:

- Symetra Life Insurance Company
- Symetra National Life Insurance Company
- First Symetra National Life Insurance Company of New York
- Symetra Assigned Benefits Service Company
- Symetra Securities, Inc.
- Clearscope Funding Corporation



Symetra Financial Corporation  
777 108th Avenue NE, Suite 1200  
Bellevue, WA 98004-5135  
[www.symetra.com](http://www.symetra.com)

Symetra® is a registered service mark of  
Symetra Life Insurance Company.