

Reliant Life Shares

Frequently Asked Questions

The information included below is provided for informational purposes only and is not intended to be and should not be construed as legal advice or as a substitute for legal advice. If you have legal questions, you should consult an attorney.

Invoices and Payments

Q: Can I pay my Invoice Balance Due in installments?

A: You can apply for approval to establish an Installment Payment Plan here: <https://cases.stretto.com/Reliantlife/content/3363-information-for-creditors/>.

Q: Can I use my Benefit Amount to pay my Invoices?

A: No. Benefit Amounts are tied to Positions which are not cash, not liquid and cannot be used to pay Invoices.

Q: How can I see what my Invoices pay for?

A: All creditors received two (2) Invoices per Benefit Amount and one (1) Invoice for each unique Account (i.e., unique Client ID). The time frame covered by the 1st Invoice is the period during which the Receiver previously paid premiums on behalf of all Position Holders. The Invoices issued during the Receivership were accounted for and were for amounts owed before the Receivership was established. The 2nd Invoice is for premium amounts paid on your behalf after Reliant's bankruptcy case was filed (i.e., the Petition Date of October 7, 2024) and through the end of the first quarter of 2025. The 3rd Invoice is for Annual Account Administration.

Q: How can I view payments I made during the receivership?

A: To view transactions that occurred during the Receivership, you can log into the related Customer Portal here: <https://books.zohosecure.com/portal/christopherconwayasreceiverfor>.

Q: If I pay my Invoices and others do not, will I get those premiums back?

A: No. Your Benefit Amount is supported by premium payments. No matter how much you pay to maintain your Benefit Amount, the Benefit Amount itself does not increase.

Q: Who will pay premiums, fees, and expenses for forfeited Positions?

A: The CRO is developing a plan to manage this issue.

Q: Why am I getting an Invoice to pay costs incurred in 2023?

A: Because the Receiver and later the CRO paid costs on behalf of all Creditors, and these payments need to be reimbursed by the applicable Creditor.

Q: Will Invoices be issued in the future?

A: Yes. Invoices will be issued on a calendar quarter basis until insureds die. At present, creditors may choose to (1) pay and preserve or (2) not pay and forfeit their Positions on a position-by-position basis.

Q: Why is there no Policy Code in my Invoice?

A: There is a Billing Reference number on every Invoice. Some of the Policy Codes used by Reliant have been replaced to unify the reference numbers for accounting purposes.

Q: Why am I getting Invoices?

A: You are receiving Invoices so that you have an opportunity to preserve and recover your Benefit Amounts. Benefit Amounts are associated with life insurance policies for which premiums must be paid pro rata until the insured dies and a claim for the death benefits can be filed and collected. It is not possible to preserve any form of insurance without paying premiums. You may either continue to pay invoices issued to you for your pro rata portion of premiums due, or you can forfeit your Benefit Amount(s). If you do not pay your invoiced amounts due, your Benefit Amounts will be forfeited.

Q: Why am I receiving an Invoice for Annual Account Administration?

A: One Invoice per year is issued to each Account for the Annual Account Administration fee. This fee pays for the services of several service providers necessary to help the CRO manage the policies and other activities.

Q: Why am I receiving Invoices for amounts I paid in the past?

A: You should not be receiving Invoices for amounts you paid in the past. The notice you received did NOT say you would be billed for premiums you paid in the past. It says that you are being billed for premiums paid on your behalf by the Receiver from August 2, 2023, to October 7, 2024 (the Petition Date). You will also be billed for premiums paid on your behalf by the CRO appointed by the Bankruptcy Court from the Petition Date through March 31, 2025 (the end of Q1 2025).

Q: Why am I receiving Invoices for my family member who is deceased?

A: In the event of the death of a Position Holder, the administrator of their estate can direct the CRO to re-register the Account that holds the Position in the name of the rightful heir(s) of the estate or whomever the estate directs. There are additional

documents and requirements to complete this process. Please send an email to support@reliantlifeshares.com to request more information.

Q: Why am I receiving Invoices for my Positions?

A: All creditors who wish to preserve their Benefit Amounts must timely pay pro rata premiums, fees, and expenses until insureds die.

Q: Why did I get an Invoice for a Position related to a series trust that owns a policy I believe has been sold?

A: Your timely payment of Invoices is required to preserve your Positions and Benefit Amounts. The CRO is working to ensure that if you timely pay your Invoices, you will preserve your Positions and your Benefit Amounts regardless of whether a particular policy owned by a particular series trust in which you hold a Position has been sold.

Q: Why did I get an Invoice for a Position related to a series trust that owns a policy I believe has lapsed?

A: Your timely payment of Invoices is required to preserve your Positions and Benefit Amounts. The CRO is working to ensure that if you timely pay your Invoices, you will preserve your Positions and your Benefit Amounts regardless of whether a particular policy owned by a particular series trust in which you hold a Position has lapsed.

Q: Why did I get an Invoice for a Position related to a series trust that owns a policy I was told had money held in reserve to pay premiums?

A: Some Reliant policies were sold in such a way that purchasers were told that a portion of their purchase amount would be held in reserve to pay future premiums. When the Receiver took control of Reliant on August 2, 2023, he found that no such reserves were in place. In other words, no money was available to pay premiums for the affected policies. For this reason, all investors are being invoiced by the court-appointed CRO in the bankruptcy case for premiums for all policies. The portion of your purchase amount that was supposed to be reserved by Reliant pre-Receivership may be included in your filed claim. The Invoices you received are valid and must be paid to preserve your Positions.

Q: Why did I get an Invoice related to a matured Position?

A: Invoices are not issued for matured Positions. If you receive an Invoice, the insured has not died, and the policy has not matured.

Q: Why did I get Invoices from the Receiver?

A: The Receiver has not issued Invoices since June of 2024. If you received Invoices recently, they are from the CRO.

Q: Why did I receive more than one Invoice for each of my Positions?

A: All creditors received two (2) Invoices per Benefit Amount and one (1) Invoice for each unique Account (i.e., unique Client ID). The time frame covered by the 1st Invoice is the period during which the Receiver paid premiums on behalf of all Position Holders. The invoices issued during the Receivership were accounted for and were for amounts owed before the Receivership was established. The 2nd Invoice is for premium amounts paid on your behalf after the bankruptcy case was filed (i.e., the Petition Date) and through the end of Q1 2025. The 3rd Invoice is for Annual Account Administration.

Q: Why did I receive more than one Invoice for each Position in my Account?

A: Reading each PDF Invoice attached to every Invoice email will provide creditors with information about the purpose and time frame to which the Invoice pertains.

Q: Why did I receive an Invoice from the Receiver?

A: No Invoices have been issued by the Receiver since June of 2024. If you have an Invoice that clearly states it is from the Receiver, please send a copy via email to: support@reliantlifeshares.com.

Q: Why did I receive two Invoices for each Position in my Account?

A: All creditors received two (2) Invoices per Benefit Amount and one (1) Invoice for each unique Account (i.e., unique Client ID). The time frame covered by the 1st Invoice is the period during which the Receiver paid premiums on behalf of all Position Holders. The Invoices issued during the Receivership were accounted for and were for amounts owed before the Receivership was established. The 2nd Invoice is for premium amounts paid on your behalf after the bankruptcy case was filed (i.e., the Petition Date) and through the end of Q1 2025. The 3rd Invoice is for Annual Account Administration.

Q: Why do I have to pay Invoices if the company has filed for bankruptcy?

A: You have to pay Invoices to preserve your Benefit Amounts. Bankruptcy is a legal process that is generally intended to protect assets and creditors. It does not suspend or cancel the need to pay premiums for life insurance policies. Invoices were and will be issued in the future to allow creditors to preserve their Benefit Amounts, as shown on each Invoice.

Q: Why does my Invoice pertain to a period of time that is different than past Invoices covered?

A: Invoices issued recently are for amounts due in arrears. Future Invoices will be issued on a calendar quarter basis.

Q: To what does my Invoice pertain?

A: The premiums for the life insurance policies need to be paid. The invoices you received are for the payment of those premiums.

Q: What period of time does my Invoice cover?

A: Each invoice includes a description under the "Item" column on the PDF Invoice. Payments made during the Receivership were for Amounts Due in Arrears before the Receivership started. Therefore, current Invoices are intended to collect the amounts paid for creditors during the Receivership and after the bankruptcy case was filed on October 7, 2024 (the "Petition Date").

Q: When will additional Invoices be issued?

A: Invoices for Q2 2025 should be issued on or about March 15, 2025.

Q: How were the amounts in my Invoices calculated?

A: Each Invoice includes a description under the "Item" column on the PDF Invoice. Payments made during the Receivership were for Amounts Due in Arrears before the Receivership started. Therefore, current Invoices are intended to collect the amounts paid for creditors during the Receivership and after the bankruptcy case was filed on October 7, 2024 (the "Petition Date").

Q: How do I pay my Invoice?

A: Instructions about how to pay your Invoice can be found here:

<https://cases.stretto.com/Reliantlife/content/3363-information-for-creditors/>.

Q: How long can I expect to receive Invoices?

A: For as long as insureds are alive and premiums need to be paid.

Q: I have paid my Invoices all along, why am I getting Invoices now?

A: So long as insureds are alive, premiums need to be paid. Therefore, Invoices will continue to be issued.

Q: I paid Invoices during the Receivership. Why do I have to pay more recent Invoices received?

A: So long as insureds are alive, premiums need to be paid. Therefore, Invoices will continue to be issued. Payments made during the Receivership were for amounts due before the Receivership began.

Positions and Benefit Amount

Q: As a Creditor, is my Benefit Amount paid to me before other creditors' claims?

A: The timing of the payment of your Benefit Amount will be dictated by multiple factors including the following: (1) your accounts remaining in good standing by timely paying Invoices; and (2) the bankruptcy court authorizing payments of Benefit Amounts to you. The Chief Restructuring Office (“CRO”) believes that Creditors who keep their accounts in good standing will preserve and eventually recover their Benefit Amounts.

Q: Is there a fund that will pay costs associated with forfeited Positions?

A: No.

Q: Mr. Grady recently told me I do not owe premiums, fees, and expenses. Why am I getting Invoices?

A: Mr. Grady is the person who got you into this situation. He is no longer authorized to speak on behalf of Reliant.

Q: What are my pro rata premiums for my Position?

A: Your Invoices reflect your pro rata amounts due for each of your Positions.

Q: When an insured dies, how soon will I be paid my Benefit Amount?

A: The payment dates and amounts are dependent on the confirmation of Reliant’s plan of reorganization.

Q: When can I expect to receive my Benefit Amount?

A: Benefit Amounts cannot be distributed until insureds die and the Bankruptcy Court has approved the plan of reorganization. Each insured will likely die at a different point in time, so the precise timing of distributions is unknown at this time.

Q: Why have I not received a statement showing my Positions?

A: The statements issued by Reliant in the past will not be issued by the CRO. Benefit Amounts do not change so long as they are in good standing. Your payments can be viewed in the Account Portal. These two sources of information replace Reliant's previous form.

Q: Why is the amount of money I'm being asked to pay in Invoices greater than or nearly greater than my Benefit Amount?

A: In some cases, it is possible that the amounts paid to preserve a Benefit Amount plus the original purchase amount exceed the Benefit Amount. Benefit Amounts are fixed sums of money payable in the future only after the insured dies. They do not increase over time.

Q: Will any premiums that are not paid due to the death of an insured be refunded to Creditors in addition to their Benefit Amounts?

A: Decisions concerning distributions will be made by the CRO at the appropriate time and are subject to the bankruptcy court's approval.

Q: Will Creditors who pay their Invoices have to pay costs associated with forfeited Positions?

A: No.

Q: Will the Judgment Creditors receive a portion of my Benefit Amount such that I get less?

A: No.

Q: Can I forfeit some Positions in my Account and pay for others?

A: Yes, at this time you can choose to (1) pay and preserve any Position or (2) not pay and forfeit any Position.

Q: How can I protect my Benefit Amount?

A: All creditors who wish to preserve their Benefit Amounts must timely pay pro rata premiums, fees, and expenses.

Q: How much of my Benefit Amount can I eventually expect to receive?

A: At this stage, based on current circumstances, the CRO believes that Creditors who keep their accounts in good standing will preserve and eventually recover a material portion of their Benefit Amounts.

Q: How do I know my Positions have not matured?

A: To the best of our knowledge, all insureds for existing policies are still living.

Q: How will forfeitures by other Position Holders affect my Position?

A: They won't.

Q: How will the costs associated with forfeited Positions be covered?

A: The CRO is developing a plan to manage this issue.

Q: If I forfeit a Position and I filed a claim, am I still a Creditor in the bankruptcy case?

A: No. You are choosing to walk away from your claim.

Q: If I pay my Invoices, is there a guarantee I will get my original investment back?

A: No. However, at this time, the CRO believes that if you timely pay your Invoices and keep your accounts in good standing, you will preserve and eventually recover a material portion of your Benefit Amounts.

Q: How do I know my Positions are intact?

A: If you received an Invoice, the CRO—who is the Court-appointed fiduciary in charge of managing Reliant—believes your Positions are intact.

Bankruptcy and Claims

Q: How can I learn more about what is happening in the bankruptcy case?

A: Monthly Town Hall Meetings are conducted by counsel for the Unsecured Creditors Committee. Information about these meetings can be found here:

<https://cases.stretto.com/Reliantlife/content/3363-information-for-creditors/>.

Q: How do I confirm my claim has been filed correctly?

A: You can search for and view your claim here:

<https://cases.stretto.com/Reliantlife/file-a-claim/>.

Q: If I filed a claim with the court for my Benefit Amounts, do I need to pay my Invoices?

A: Yes, you need to pay your Invoices regardless of whether you filed a claim with the court. Filing your claim with the court and preserving your Positions are two different issues. Paying your Invoices preserves your Positions and their related Benefit Amounts.

Q: What is the difference between my claim filed with the court and my Positions?

A: Generally, the claim filed with the bankruptcy court is part of the bankruptcy court process by which a creditor must assert a right to payment from Reliant in Reliant's bankruptcy case. Positions refer to the fractional interest positions that you may have invested in and acquired as a beneficiary of one or more Reliant-related series trusts. A claim filed with the bankruptcy court may be related to or based on a Position. It is likely that if you retain your Position so that you will receive your fractional death benefit when the insured dies, your claim will be objected to because you have no claim against Reliant.

Policy and Insured Information

Q: Is it possible an insured died and I was not notified?

No. Only one insured has died since May of 2022, and the Position Holders who were affected were notified.

Q: How do we know if the insureds are still living?

A: All insureds are being monitored, as they have been since the inception of the Receivership on August 2, 2023.

Q: When will I receive current health information about the insureds?

A: The CRO is currently updating information about insureds, policies, and other items. At this time, specific information about insureds cannot be provided.

Q: Why are the insureds still living?

A: Insured persons, like all individuals, die when they die. You can read more about the concept of life expectancy and life expectancy underwriting here:

<https://cases.stretto.com/Reliantlife/content/3363-information-for-creditors/>.

Q: Why can't you tell me who the insureds are?

A: Federal and state privacy laws prohibit the dissemination of the names and other Personally Identifiable Information (“PII”) or Protected Health Information (“PHI”) pertaining to any individual without their expressed written consent. The purchase of a fractional interest position (“Position”) such as that sold by Reliant does not alter the protections provided to individuals under these privacy laws.

General Inquiries

Q: Can I get my original investment back?

A: Under the current circumstances, it is difficult to determine but the CRO believes that a material distribution can be made to the creditors.

Q: From whom do I request a Voluntary Forfeiture form?

A: Send an email to support@reliantlifeshares.com.

Q: I cannot contribute more money to my IRA to pay my Invoices. What do I do?

A: We cannot advise you regarding what you can contribute to your IRA. For your Benefit Amounts to be preserved, the associated premiums, fees, and expenses must be timely paid.

Q: I was told by my Reliant Sales Agent that I do not have to pay Invoices. Is that true?

A: No. Former Sales Agents of Reliant have no authority to speak on behalf of Reliant and have no knowledge about the current Invoicing process.

Q: What is the relationship between Reliant Life Shares, LLC and Provident Trust Group?

A: Provident Trust Group is an independent IRA custodian. Provident Trust Group can hold Positions for IRAs and other retirement plan accounts, but there is no other affiliation between Reliant and Provident Trust Group (or any other custodial firm or retirement plan trustee).

Q: My total investment in my Position exceeds my Benefit Amount. Why should I continue to pay Invoices?

A: We cannot advise you as to whether to pay your Invoices. If you do not pay your Invoices, you will forfeit your Positions and the related Benefit Amounts and thereby lose everything you have paid to date. If you timely pay your Invoices, the CRO believes a material portion of your Benefit Amount(s) will be preserved.

Q: To whom do I direct questions about my Invoice(s)?

A: Please send an email with your questions to support@reliantlifeshares.com.

Q: Why can't I withdraw my money from my IRA Account?

A: We cannot advise you regarding what you can withdraw from your IRA Account.

Q: What do I do if I did not receive any Invoices?

A: If you believe you should have received an Invoice for a Position, but you did not, please send an email to support@reliantlifeshares.com.

Q: What do I do if I have a Position for which I did not receive an Invoice?

A: Please send an email with your questions to support@reliantlifeshares.com.

Q: What do I do if I think my Invoice is incorrect?

A: If you believe your Invoice is incorrect, send an email to support@reliantlifeshares.com and provide specific details as to what you believe is incorrect.

Q: What if the Balance Due on my Invoice is different than I expected it to be?

A: If you believe your Invoice is incorrect, send an email to support@reliantlifeshares.com and provide specific details as to what you believe is incorrect.

Q: What is the best way to get an answer to my question?

A: Send an email with your specific questions to support@reliantlifeshares.com.

Q: What is the fastest way to get a response to my questions?

A: Please read the FAQs and if your question is not answered there, then send an email with your specific questions to support@reliantlifeshares.com. Waiting for a return call has the longest response time.

Q: What is the money collected from Creditors who pay their Invoices being used for?

A: To pay premiums, fees, and expenses related to preserving Positions and protecting Creditors.

Q: Where can I find instructions about paying my Invoice?

A: Instructions for paying your Invoice can be found here:
<https://cases.stretto.com/Reliantlife/content/3363-information-for-creditors/>.

Q: Who do I contact if I have trouble paying my Invoice?

A: If you have trouble paying your Invoice, please send an email to support@reliantlifeshares.com.

Q: Who do I contact if I think my Invoice is incorrect?

A: If you believe your invoice is incorrect, send an email to support@reliantlifeshares.com and provide specific details as to what you believe is incorrect.

Q: Who do I contact to correct my address, phone, or email?

A: Send your correct contact information to support@reliantlifeshares.com.

Q: Who do I contact to request an Account History?

A: Transactions that occurred during the Receivership can be viewed here:
<https://books.zohosecure.com/portal/christopherconwayasreceiver> for Transactions that occurred after October 7, 2024, can be viewed here:
<https://books.zohosecure.com/portal/reliantlifeshares>.