



EMPIRE GENERAL
LIFE ASSURANCE CORPORATION

BULLETIN

Subject: Policyholder Website

As a tool for continuing to provide superior customer service, we are pleased to announce the **Empire General Policyholder website**, now available to Policyholders and Agents. The site can be accessed directly at www.empiregenerallife.com or through the main Empire General website. If using the main website, choose the *Consumers/Policyholders* section or select *EG Life Agent Logon* from the *Agent/Broker* menu. Information is available to Policyholders (owners) and Agents (not BGAs) and **for active policies only**. Information for lapsed or terminated policies will not be available.

Policyholders and Agents will be able to view a policy summary screen that will show information such as plan, face amount, premium and mode, paid to date, as well as other information. In addition, Policyholders, but not agents, will be able to make changes on-line including an address change, record a new or changed e-mail address, request certain mode changes, and also send an e-mail to our Policyholder Service Department. Policyholders and Agents will also be able to download and print service forms required for making certain other changes.

To be able to access information, Policyholders and Agents will need to complete a one-time self-registration following the **directions contained in the first-time user link**.

Registration for Policyholders will consist of **1) owner** name, **2) last 4 digits of the s.s.n. or tax I.D. of the owner**, and **3) the active** policy number.

Registration for Agents will consist of **1) servicing agent** name, **2) last 4 digits of the s.s.n. or tax I.D. of the agent**, and **3) an active** policy number.

Note: the preceding policyholder or agent data must be entered **exactly** as it appears in our system.

If you have any questions, please call United Underwriters at 800-258-7296.