



{{DATE}}

{{NAME}}  
{{ADDRESS1}}  
{{ADDRESS2}}  
{{ADDRESS3}}  
{{ADDRESS4}}

Dear: {{NAME}}

We are writing to provide you with notice of a slight delay you will experience in the delivery of your semi-annual investment statement(s).

**Statement Delay:**

As a result of a change to our internal business processes, the semi-annual investment statement(s) we provide to you for the period of January 1 to June 30 will be slightly delayed. These statements are normally mailed to you in mid-to-late July, however as a result of this change, we are anticipating that the mailing for these statements will be delayed by approximately one month. This delay will impact the delivery of your statement regardless of whether you have chosen to receive printed statements or have elected to receive "e-statements" through our customer portal.

**To answer any questions you may have, and to ensure you have the information you need for your segregated fund contract (including Market Values, Guarantees, Beneficiary designations, etc...) the Empire Life Customer Service Team is available Monday to Friday, 8:00am to 8:00pm EST at 1-800-561-1268.**

Alternatively, you can access your up-to-date contract information anytime, 24/7, by registering for the MyEmpire customer portal. The MyEmpire portal provides safe and secure access to your Investment and Insurance policies with Empire Life. To sign-up for the MyEmpire portal please type the link below into your web browser: [www.empire.ca/register](http://www.empire.ca/register)

Thank you for your continued support,

A handwritten signature in black ink that reads "S Wisniewski".

**Stephanie Wisniewski**  
*Director, Retail Operations*