

DATE: May 15th, 2020 N° 2020-17
CATEGORY: **INSURANCE**
TO: Managing General Agents, Associate General Agents, Advisors, General Agents and National Accounts
SUBJECT: **Trilogy Universal Life Statements to be available electronically through My Advisor Dashboard**

Effective May 15th, 2020, advisor copies of Trilogy Universal Life Statements are available electronically via My Advisor Dashboard. This change will ensure that advisors have access to the most up to date information about their clients' Trilogy Universal Life Insurance policies.

Access to Trilogy statements can be found in the **Quick Links** section of My Advisor Dashboard using the Online Statements link (pictured).

Frequently Asked Questions

Why is Empire Life making this change?

Empire life wants to ensure that advisors have immediate access to the Trilogy Universal Life Statements directly from My Advisor Dashboard. In addition to saving paper, this process change will result in a more convenient experience for advisors as it gives them access to the information in a secure and centralized location.

Will the statements still be available on the Business Centre?

Yes, electronic copies of the statement will still be accessible through the Business Centre.

Will this change affect customers?

No, customers will continue to receive their paper statements in the mail.

What if the policy includes the automatic decrease feature for TaxGuard or Maximizer coverage?

If the policy has the automatic decrease feature, and it is determined that on anniversary a decrease to the Maximizer or TaxGuard coverage is possible, you will be advised via email when an updated statement is available. This updated statement will reflect any changes made due to the decrease option being applied.

Can I still request paper copies?

No, in order to obtain a paper copy, we ask that advisors log on to the Advisor Portal and download the statement to be printed.

Quick links

- [Fast & Full Life Insurance](#)
- [Fast & Full Investments](#)
- [Business Centre](#)
- [Commission Schedule](#)
- [Advisor Referral Program](#)
- [Envision Illustrator](#)
- [Class Plus 3.0 Illustrator](#)
- [GoEmpire](#)
- [Webinar Presentations](#)
- [Online statements](#)

What if I don't know my portal login?

If you're unable to log into My Advisor Dashboard, please contact our Digital Support Team at 1 866 894-6182. If you know the email used to create the account, the password can be reset by visiting my.empire.ca and using the reset password link.

If you have additional questions, please contact Empire Life Customer Service at 1-800-561-1268 or by email at insurance@empire.ca.

Reference

Stephanie Wisniewski, Director, Operations