EMPIRE LIFE
INFORMATION CIRCULAR

DATE: January 23, 2017

N°. 2017-04

CATEGORY: **INVESTMENTS**

TO: Managing General Agents, Associate General Agents, Advisors, General Agents, Independent Financial Advisors and National Accounts

SUBJECT: **Empire Life Segregated Funds December 31, 2016 Investment Statements**

Mailing dates

The Empire Life December 31, 2016 Investment Statements will be mailed to customers beginning January 31, 2017. In an effort to go green, advisor copies of Investment Statements became 100% paperless starting with the June 30, 2016 statements. PDF copies of the Investment Statements are available on the Business Centre beginning February 6, 2017 and you can chose individual or bulk statements as needed. We believe this offers you and your advisors more convenience and security. We will no longer take requests to mail statements to advisors.

Things you should know about the statements

- The statement period being reported for contracts is July 1, 2016 to December 31, 2016.
- The 2016 Investment Funds Annual Report will be available as of April 28, 2017. To obtain a copy, we are advising our customers to visit our website, e-mail us, or reach us by phone at 1 800 561-1268.
- The advisor shown on the statements is the Servicing Advisor as of December 31, 2016.
- It is important that you review your client's statements for accuracy. If you find a discrepancy, Empire Life needs to be informed no later than 30 days after receipt of the statement. Please keep in mind that we are unable to make corrections after the 30 day period following statement receipt, regardless of when the error occurred.
- In an effort to improve the customer experience, all customers will receive an insert with their statements asking them to complete a short survey to share their experiences with Empire Life regarding our products and statements.

Statement Improvements

- Based on customer and advisor feedback the monthly Insurance Fee transaction on Guaranteed Investment Fund statements has been renamed the Guarantee Benefit Fee. This change better explains the guaranteed benefits customers are paying for with these contracts. There's an insert included in their statements which explains this change to clients as well as a web page at info.empire.ca/fees.

Questions

If you have any questions regarding the Investment Statements, you may call our customer service team at 1 800 561-1268, Monday to Friday from 8:00 a.m. to 8:00 p.m. E.S.T.

Reference

Jeannine Vasily, Director, Retail Services