

DATE: January 22, 2018
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, 2017 Investment Statements**

N° 2018-02

Mailing dates The Empire Life December 31, 2017 Investment Statements will be mailed to customers beginning January 22, 2018. As a reminder, in an effort to go green, advisor copies of Investment Statements are now 100% paperless. PDF copies of the Investment Statements are available on the Business Centre and you can choose individual or bulk statements as needed. We believe this offers you and your advisors more convenience and security. We no longer take requests to mail statements to advisors.

**Things you
should know
about the
statements**

- The statement period being reported for ECF contracts is July 1, 2017 to December 31, 2017 and for EMP contracts is January 1, 2017 to December 31, 2017.
- The 2017 Investment Funds Annual Report will be available as of April 30, 2018. 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, 2017.
- 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.

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