

# WELCOME TO THE EMPIRE LIFE PLAN MEMBER PORTAL



## The portal makes it simple, fast, and easy to:

- Submit claims and receipts\*
- Download your benefit card
- Review your claim activity and balances
- View your benefit booklet
- View and print a copy of your personal statement

\* You must submit all receipts and other required documents for every claim.



### How to re-register

Current plan members will need to re-register for the new plan member portal, except for those with an Empire Life mobile app account. Don't worry – we've made this process simple, fast and easy.

- 1.** You'll be asked to validate your identity, in one of **two ways**:
  - a.** You can re-register using your plan member website user ID and password.
  - b.** Or, you can register with your group/policy, division, and certificate numbers and their date of birth. This information can be found on your benefit card or personal statement.

Don't have your group/policy, division, and certificate number handy? No worries! You can retrieve this information directly within the registration process. On the screen where you are asked to provide your policy, division, and certificate details, click on "Can't find these numbers" and select "Send me an email".



## How to re-register

2. Set your **email address**. This will be your username to log in.
3. Check your email for a message to set a password and activate your account. Follow the “**Verify your email**” link, then enter and confirm your password.
4. Enter your **email address** along with your newly created password once you are directed to the plan member portal login screen.
5. Enter the phone number you’d like to use for receiving a **6-digit verification code**. The phone number is required to send you a 6-digit code when you login.
6. Input the **6-digit code** sent to your phone.

**You’re all set! Welcome to our plan member portal!**

## Questions?

We’ve got you covered! Email [group.csu@empire.ca](mailto:group.csu@empire.ca) for assistance or call our customer service at 1 800 267-0215. We recommend you have your group, division, certificate numbers and date of birth details handy to help streamline your support process.

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### **The Empire Life Insurance Company**

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