

DATE: January 18, 2021  
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, 2020 Investment Statements

N° 2021-02

**Mailing dates** The Empire Life December 31, 2020 Investment Statements will be mailed to customers beginning January 19, 2021. Customers who have registered for MyEmpire Insurance and Investments Online Access will be able to login to their online account and view their statement as of January 18, 2021. They will receive an email notification when their statement is available. Advisor copies of client Investment Statements (eStatements) started to become available online on the Business Centre beginning January 12, 2021.

**Things you  
should know  
about the  
statements**

- The statement period being reported for ECF contracts is July 1, 2020 to December 31, 2020 and for EMP contracts is January 1, 2020 to December 31, 2020.
- The 2020 Investment Funds Annual Report will be available as of April 30, 2021. To obtain a copy, we are advising customers to visit our website, e-mail us, or reach us by phone at 1 800 561-1268.
- Statements will contain a message to customers informing them that the new Segregated Funds Ongoing Disclosure Document (INV-2778) can be accessed on the Empire Life website.
- The advisor shown on the statements is the Servicing Advisor as of December 31, 2020.
- 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. Please contact the Advisor, MGA and National Accounts dedicated phone number at 1 800 536-7683 if you notice any discrepancies.
- Empire Life launched electronic customer statements beginning December 31, 2018. Customers will be notified with an insert in their December statements that encourages them to register on MyEmpire and sign up for eStatements to access their statements safely and securely online.\* Please encourage your customers to register for MyEmpire at [empire.ca/register](http://empire.ca/register).

\* If customers do not sign up for eStatements, they will continue to receive paper statements.

**Questions** If you have any questions regarding the Investment Statements, you may call our Customer Service team at 1 800 536-7683, Monday to Friday from 8:00 a.m. to 8:00 p.m. E.S.T.

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