

DATE: November 16, 2020 **N° 2020-34**
CATEGORY: **INSURANCE/INVESTMENTS**
TO: Managing General Agents, Associate General Agents, Advisors, General Agents Independent, Financial Advisors and National Accounts
SUBJECT: **Holiday hours of operation and year-end settle dates for Retail business**

Holiday pay dates

Business settled between December 16th and December 21st, will be paid on December 24th, 2020. Business that settled between December 22nd and December 31st, will be paid on January 6th, 2021. For the first pay date of 2021, business submitted and settled by January 5th, will be paid on January 8th, 2021.

Customer Service Hours

These are the hours of operation for our Insurance and Investment Customer Service toll-free lines. All times shown are Eastern Standard Time.

Date	Retail Customer Service
Wednesday, December 23, 2020	8:00am to 8:00pm
Thursday, December 24, 2020	8:00am to 1:00pm
Friday, December 25, 2020	Closed
Monday, December 28, 2020	Closed
Tuesday, December 29, 2020	8:00am to 8:00pm
Wednesday, December 30, 2020	8:00am to 8:00pm
Thursday, December 31, 2020	8:00am to 5:00pm
Friday, January 1, 2021	Closed
Monday, January 4, 2021	8:00am to 8:00pm (Quebec office closed)
Tuesday, January 5, 2021	8:00am to 8:00pm

Settle dates

Here are some important dates to keep in mind so that your business is processed and settled by December 29, 2020. As always, documentation (in good order) and cheques must be received at Empire Life by 4:00 p.m. EST.

- Friday, November 27: Final underwriting requirements for previously submitted Life and Health applications.
- On Fast & Full Applications - For quicker processing we encourage when completing the application on-line that you ask the questions using the Electronic Health Questionnaire (EHQ) where applicable.
- Tuesday, December 29, 2019: Paperwork in support of transactions placed through the FundSERV network.

We are committed to processing all business promptly, but increased volumes at year-end combined with the holiday season may impact our ability to meet our usual turnaround times.

Reference: Stephanie Wisniewski, Director, Retail Operations