

REGISTERING YOUR ACCOUNT ONLINE

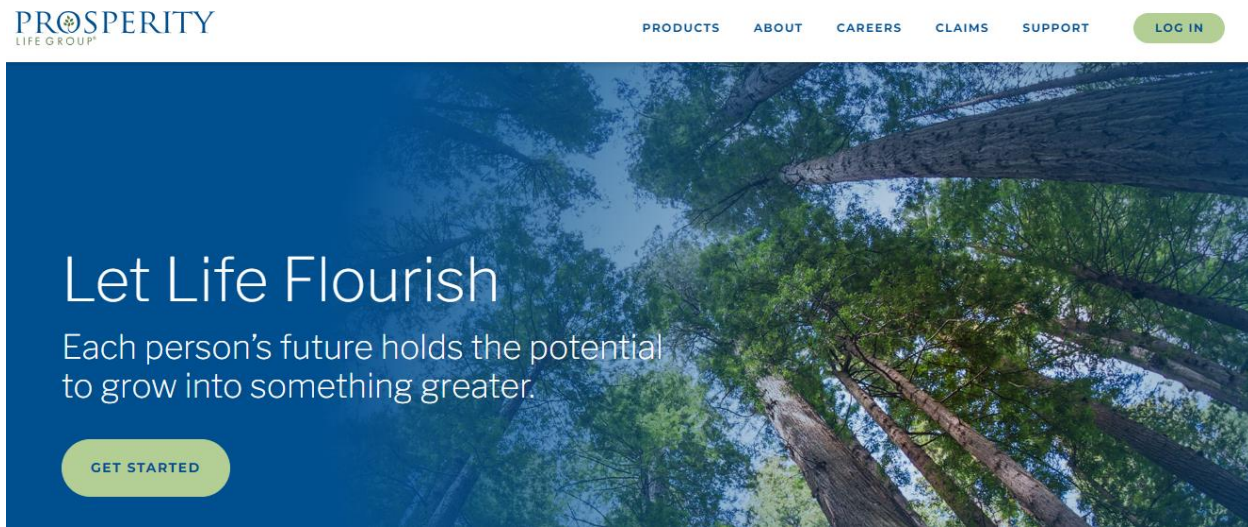
Step 1: You will be required to authenticate your account to complete your Customer Center registration. You can authenticate by receiving a text message (SMS) or by using the Google Authenticator app.

If you choose the Google Authenticator app you will need to install the app on your mobile device before you begin registration. This will allow you to easily authenticate your account once you've registered. After you've installed the app on your mobile device, proceed to step 2 to register your account.

The app can be found on Google Play (Android devices) or the App Store (iPhone).

If you would rather authenticate your account by receiving a text message to your phone, please proceed to step 2.

Step 2: Go to: www.prosperitylife.com and click on Log In to get started:



Not A Deposit	Not FDIC Insured	Not Guaranteed by Any Federal Government Agency	Not Guaranteed by the Bank	May Lose Value
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Step 3: In the Policyholder section, click on Log In under 'Customer Portal'

The screenshot shows the Prosperity Life Group website navigation menu. The logo is on the left. The main navigation bar includes: CUSTOMERS, AGENTS, INSTITUTIONS, INVESTORS (with an external link icon), PRODUCTS, ABOUT, CAREERS, CLAIMS, and SUPPORT. A green 'LOG IN' button is on the right. Below the navigation bar, there are two columns of links. The left column is titled 'Policyholder' and includes: SBLI USA (LOG IN →), S.USA (LOG IN →), Shenandoah Life (LOG IN →), and Customer Portal (For Contract Numbers starting with 902 or 922, LOG IN →). The right column is titled 'Agents & Brokers' and includes: Agent Center (LOG IN →), Benchmark (LOG IN →), Med Supp Agent Portal (LOG IN →), and Shenandoah Life StarNet (LOG IN →).

Step 4: First time users of the Customer Center will need to register. To register, click on Sign Up

The screenshot shows the 'Welcome to Customer Center' page. The Prosperity Life Group logo is on the left. The main heading is 'Welcome to Customer Center'. Below the heading, it says 'if you are a returning customer, please enter your username and password below:'. There is a link for 'Help setting up MFA (Multi factor Authentication)'. The login form includes a user icon, 'Log In' and 'Sign Up' tabs, an 'Email Address' field, a 'Password' field, a 'Don't remember your password?' link, and a blue 'LOG IN >' button.

Step 5: Complete all fields and click on Sign Up to complete the first step of registration



New Online Account Registration

Policy Holder Registration

To begin managing your policy online, you first need to create an account. If you have any questions, please contact us.

S.USA Life Insurance Company, Inc.
1-866-787-2123

SBLI USA Life Insurance Company, Inc.
1-877-725-4872

Shenandoah Life Insurance Company
1-800-848-5433

[Customer Center Registration Instructions](#)

Passwords will expire 6 months after the last login date.

[Don't remember your password?](#)



Sign Up

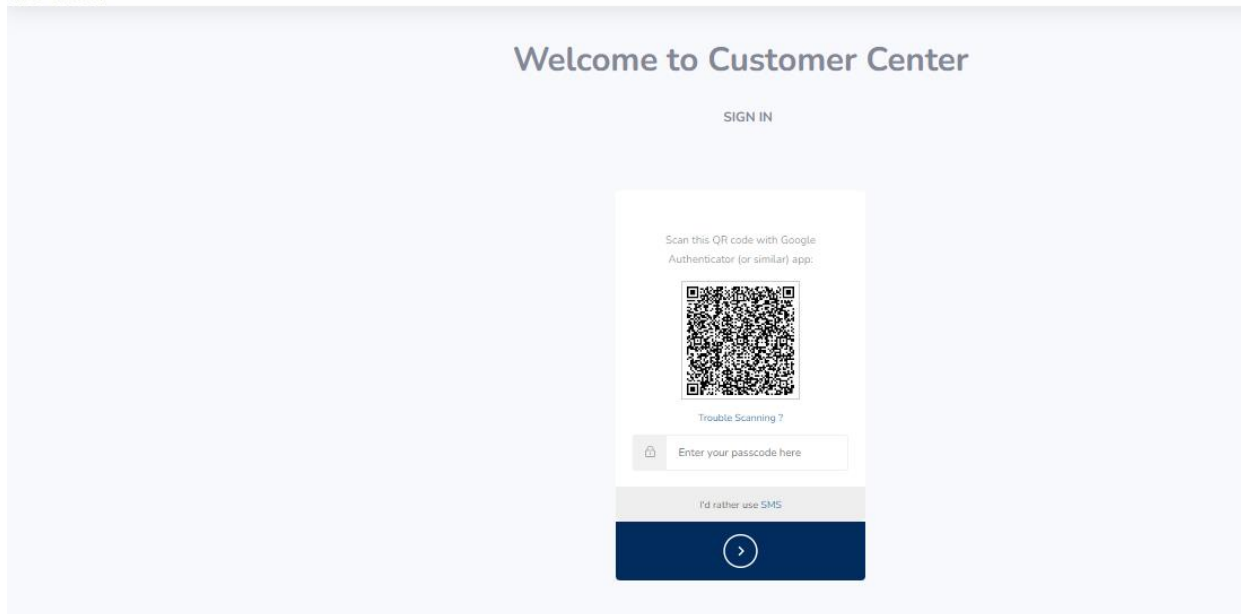
[Log In](#)

[Sign Up](#)

SIGN UP >

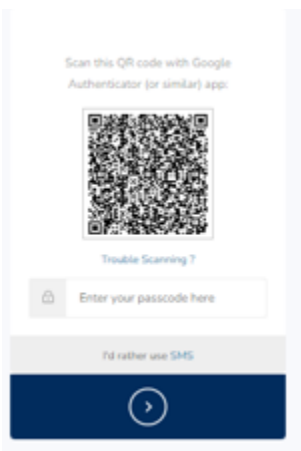
Step 6: The following screen will appear to authenticate your account.

To authenticate your account via text message, click on “I’d rather use SMS” and a code will be sent to your mobile device. Enter the code you receive in the ‘Enter Your Passcode Here’ field to authenticate your account via text message.



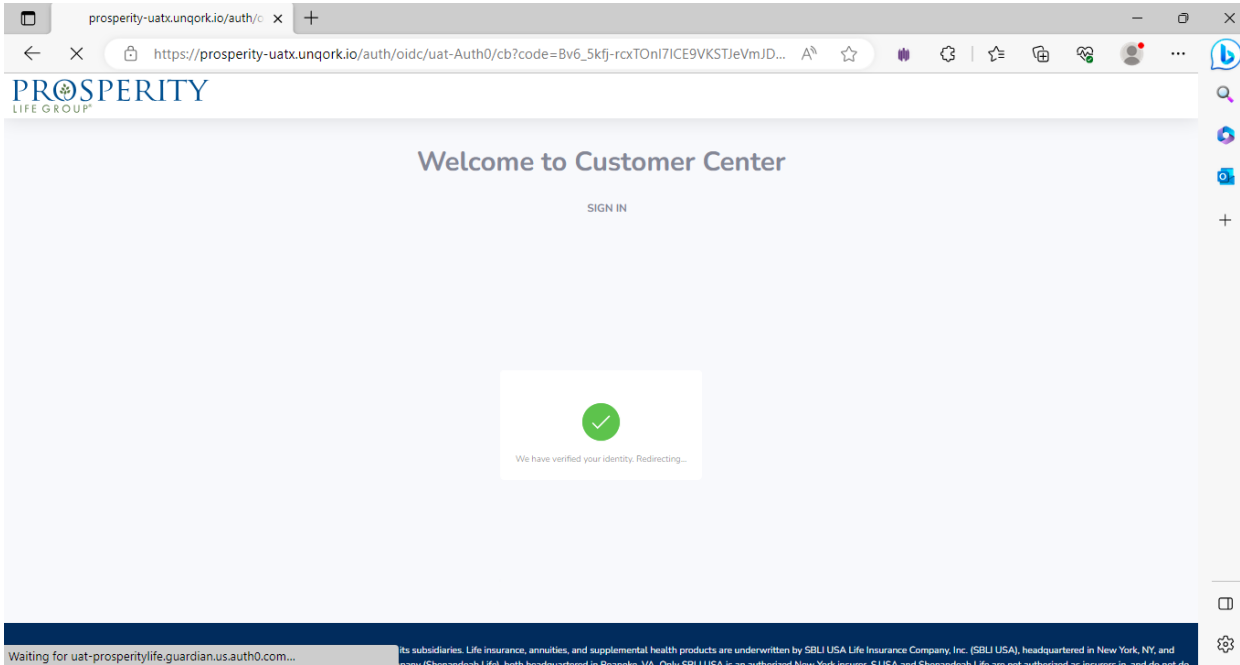
To authenticate your account using the Google Authenticator app follow these steps:

- Open the Google Authenticator app on your mobile device
- Touch “Add a Code”
- Touch “Scan a QR Code” - hold the square that appears on your mobile device screen up to the QR code displayed on the website
- A passcode will then display on the screen of your mobile device
- Enter the passcode in the “Enter your Passcode here” field on the screen in the Customer Center Portal – DO NOT USE THE SPACES IN THE PASSCODE





Step 7: Once your identity is verified, the following screen will appear and you will be redirected to the customer portal.



PROSPERITY

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Once you are signed in, this screen will appear. To view your policy, click on View Policy



My Policies

Welcome, Owner Mdtwo

My Annuities

Policy number:
922000934

Active

[VIEW POLICY](#)



Prosperity Life Group is a marketing name for Prosperity Group Holdings, LP and its subsidiaries. Life insurance, annuities, and supplemental health products are underwritten by SBLI USA Life Insurance Company, Inc. (SBLI USA), headquartered in New York, NY, and S.U.S.A. Life Insurance Company, Inc. (S.U.S.A), and Shenandoah Life Insurance Company (Shenandoah Life), both headquartered in Roanoke, VA. Only SBLI USA is an authorized New York insurer. S.U.S.A and Shenandoah Life are not authorized as insurers in, and do not do insurance business in, New York. Each underwriting company is responsible for its own financial and contractual obligations. SBLI USA Life Insurance Company, Inc. is not affiliated with The Savings Bank Mutual Life Insurance Company of Massachusetts or The Savings Bank Life Insurance Company of Connecticut.



From this screen, you can view a summary of your policy/contract. In addition, using the menu on the left side of the screen, you will be able to see your named beneficiaries, features of the policy or contract and riders (if applicable). You can also view the values of your policy or annuity contract, view a copy of your policy or annuity contract under documents and download any service forms that you may need.

The screenshot shows a web interface for a Prosperity Life Group policy. At the top left is the Prosperity Life Group logo. At the top right are links for 'My Policies' and a user greeting 'Welcome, Owner Mdtwo'. A left-hand navigation menu includes 'Summary' (selected), 'Relationships', 'Riders & Features', 'Values', 'Transactions', 'Documents', 'Forms', and 'Policy Services'. The main content area displays the policy number '922000934' with an 'Active' status. Below this are two panels: 'Details' and 'Agent Information'. The 'Details' panel lists: Product Type: Fixed Index Annuity; Effective Date: 04/13/2023; Product Name: WealthSecure Elite; Contract Type: Not Qualified; Issue State: MD; and Accumulation Value as of 06/11/2023: \$0.00. The 'Agent Information' panel lists: Agent Name: TEST AGENT ELITE 1; Email Address: None; Business Number: None; and Agent Cell Phone: None. A blue footer bar contains a disclaimer and links for 'Terms of Use', 'Legal Disclosures', and 'Privacy Policies'.

Prosperity Life Group is a marketing name for Prosperity Group Holdings, LP and its subsidiaries. Life insurance, annuities, and supplemental health products are underwritten by SBLI USA Life Insurance Company, Inc (SBLI USA), headquartered in New York, NY and S.USA Life Insurance Company, Inc. (S.USA) and Shenandoah Life Insurance Company (Shenandoah Life), both headquartered in Roanoke, VA. Only SBLI USA is an authorized New York insurer. S.USA and Shenandoah Life are not authorized insurers in, and do not do insurance business in, New York. Each underwriting company is responsible for its own financial and contractual obligations. SBLI USA Life Insurance Company, Inc. is not affiliated with The Savings Bank Mutual Life Insurance Company of Massachusetts or The Savings Bank Life Insurance Company of Connecticut.

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