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 receiving code via voice or by using any of Authenticator Apps such as : Microsoft Authenticator, Google Authenticator, Others.

If you choose the 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:

Step 3: In the Policyholder section, click on Log In under 'Customer Portal'

LOG IN TO CUSTOMER PORTAL

Good News!

Our improved customer portal 2.0 is now available to customers of all Prosperity companies, including Shenandoah Life.
Click here for registration information

Ways to access portal securely

To access the portal, you will need to complete a new registration in a few clicks and set up additional security by leveraging the industry standard of Multi-factor authentication (MFA).

You have the flexibility to select from the following MFA methods:

Preferred methods

- Authentication Apps: Microsoft Authenticator, Google Authenticator, Others
- SMS and Voice
- Email (Least Secure)

If you have already registered for the new customer portal, proceed directly to **LOG IN**

Customer Portal

SBLI USA

S.USA

Shenandoah Life

LOG IN

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

Welcome to Customer Center

if you are a returning customer, please enter your username and password below:

Customer Center Registration Instructions : **Click Here**

| LOG IN | SIGN UP |

Policy Owner Email Address

Password

FORGOT PASSWORD?

LOG IN >

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

New Online Account Registration

Policy Holder Registration (Please click here for registration instructions)

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

Passwords will expire 6 months after the last login date.
Don't remember your password?

CUSTOMER CENTER REGISTRATION

| LOG IN | SIGN UP |

Policy Owner Email Address

Password 👁

Policy Owner First Name

Policy Owner Last Name

Policy Owner Last 4 Digit of Tax ID/SSI

Policy Owner DOB in format MM/DD/Y

Policy Owner Zip code

Policy Number

SIGN UP >

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

To authenticate your account via phone, click on "Phone" 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.
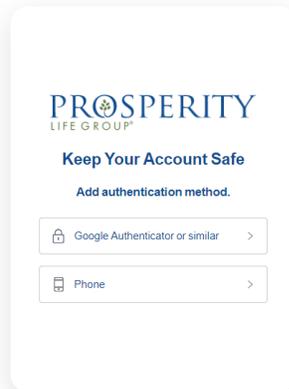
To authenticate your account via phone (SMS or Voice), click on "Phone" and The following screen will appear
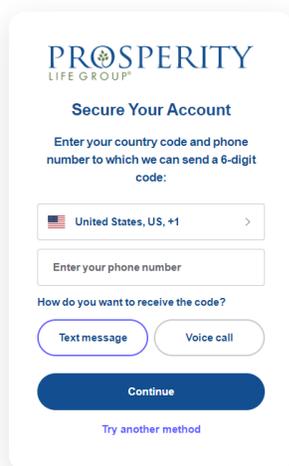
To authenticate your account via SMS, Enter the phone number (without dashes) on which you want to receive the code. Select "Text Message" and Click on Continue. A code will be sent to your mobile device. Enter the code you receive in the 'Enter the 6-digit code ' field to authenticate your account via text message.

PROSPERITY
LIFE GROUP

Secure Your Account

Enter your country code and phone number to which we can send a 6-digit code:

🇺🇸 United States, US, +1 ＞

Enter your phone number

How do you want to receive the code?

Text message | Voice call

Continue

Try another method

PROSPERITY
LIFE GROUP

Verify Your Identity

We've sent a text message to:

+1 2123451234 | Edit

Enter the 6-digit code*

Continue

Didn't receive a code? Resend or get a call

Try another method

To authenticate your account via voice, Enter the phone number (without dashes) on which you want to receive the code. Select "Voice call" and Click on Continue. You will receive a call on the phone number entered.

Enter the code you receive in the 'Enter the 6-digit code ' field to authenticate your account via text message.

To authenticate your account any of Authenticator Apps such as : Microsoft Authenticator, Google Authenticator, Others.

- 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.
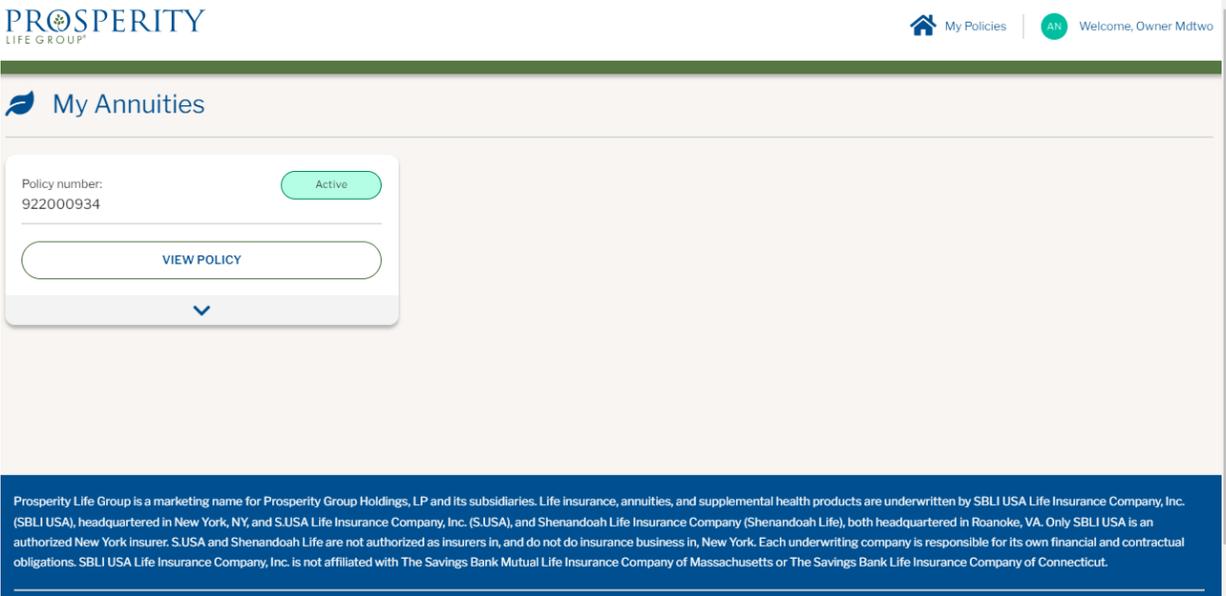
From this screen, you can view a summary of your policy/contract. In addition, using the menu on the left side of the screen, you will be able to see your named beneficiaries, features of the policy or contract and riders (if applicable). You can also view the values of your policy or annuity contract, view a copy of your policy or annuity contract under documents and download any service forms that you may need.
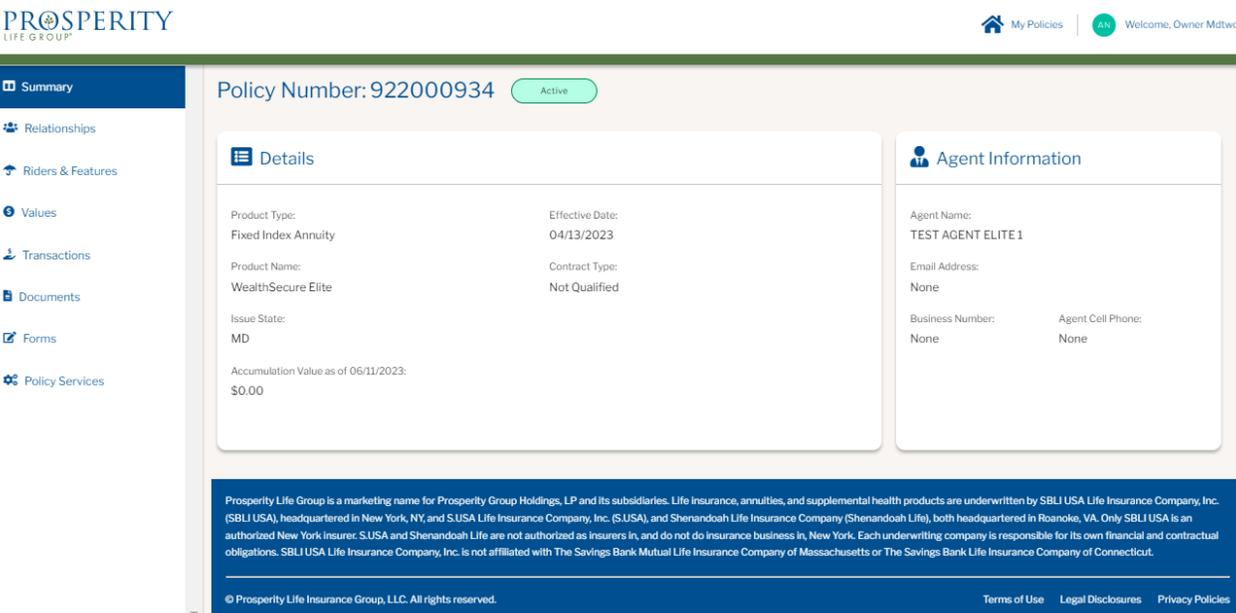
Step 8 : Post registration, You will receive an email to verify your email address. Please click on the link in the email to verify your email address. This will enable you to receive the MFA token via email. The option would be prompted next time when you login.

The following screen will appear on click of login to authenticate your account.

To authenticate your account via email , click on "Try another method" and The following screen will appear. Click on Email
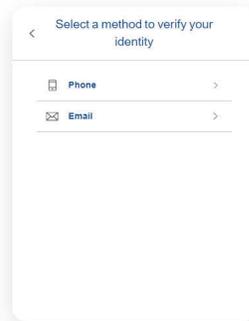
You will receive an email with the MFA Code on your verified email address . Enter the MFA Code and Click on Continur
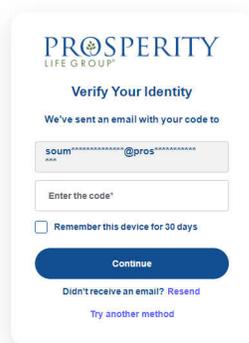
My Annuities

Policy number:
922000934

Active

VIEW POLICY

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