

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:

The screenshot shows the Prosperity Life Group website. The top navigation bar includes the Prosperity Life Group logo on the left and a menu on the right with links for CUSTOMERS, AGENTS, INSTITUTIONS, and INVESTORS. Below this menu are links for PRODUCTS, ABOUT, CAREERS, CLAIMS, and SUPPORT, along with a prominent LOG IN button. The main content area is divided into two columns. The left column is titled 'Policyholder' and contains a message about a new customer portal requiring registration and MFA, with a link 'TO THE CUSTOMER PORTAL →'. The right column is titled 'Agents & Brokers' and lists four options: 'Agent Center' (LOG IN →), 'Benchmark' (LOG IN →), 'Med Supp Agent Portal' (LOG IN →), and 'Shenandoah Life StarNet' (LOG IN →). At the bottom of the page, a dark blue banner contains the text 'News: Prosperity Receives Ratings from S&P Global' followed by a 'LEARN MORE →' link.

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

The screenshot shows the 'LOG IN TO CUSTOMER PORTAL' page. At the top left is the Prosperity Life Group logo. The top right navigation bar includes links for CUSTOMERS, AGENTS, INSTITUTIONS, INVESTORS, PRODUCTS, ABOUT, CAREERS, CLAIMS, SUPPORT, and a prominent LOG IN button. The main content area features a 'Good News!' announcement about the new customer portal 2.0, followed by a 'Ways to access portal securely' section detailing MFA methods. To the right is a 'Customer Portal' section with logos for SBLI USA, SBLI USA, S.USA, and Shenandoah Life. A large LOG IN button is centered at the bottom of the main content area.

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. It features the Prosperity Life Group logo on the left and a registration form on the right. The form has tabs for LOG IN and SIGN UP. Below the tabs are input fields for 'Policy Owner Email Address' and 'Password'. A 'FORGOT PASSWORD?' link is positioned below the password field. A large blue button with 'LOG IN >' is at the bottom of the form. The footer contains a detailed disclaimer and copyright information for Prosperity Life Insurance Group, L.L.C.

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 >](#)

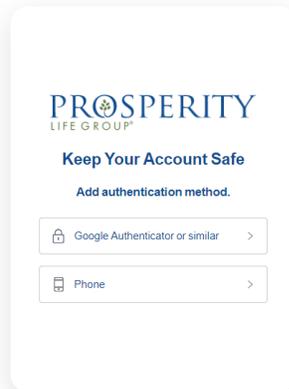
Prosperity Life Group is a marketing name for Prosperity Group Holdings, LP and its subsidiaries. Life insurance, annuities, and supplemental health products are underwritten by SBLI USA Life Insurance Company, Inc. (SBLI USA), headquartered in New York, NY and S USA Life Insurance Company, Inc. (S USA), 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 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.

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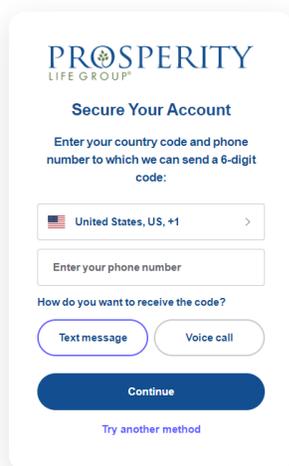


Step 6: The following screen will appear to authenticate your account.

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



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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.

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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](#)

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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](#)

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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.

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Verify Your Identity

We've sent a 6-digit code via voice phone call to the following phone number:

+1 2016731932 [Edit](#)

[Didn't receive a call? Call again or send a text](#)

Enter the 6-digit code*

[Continue](#)

[Try another method](#)

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

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Secure Your Account

Scan this QR code with Google Authenticator (or similar) app:



[Trouble Scanning?](#)

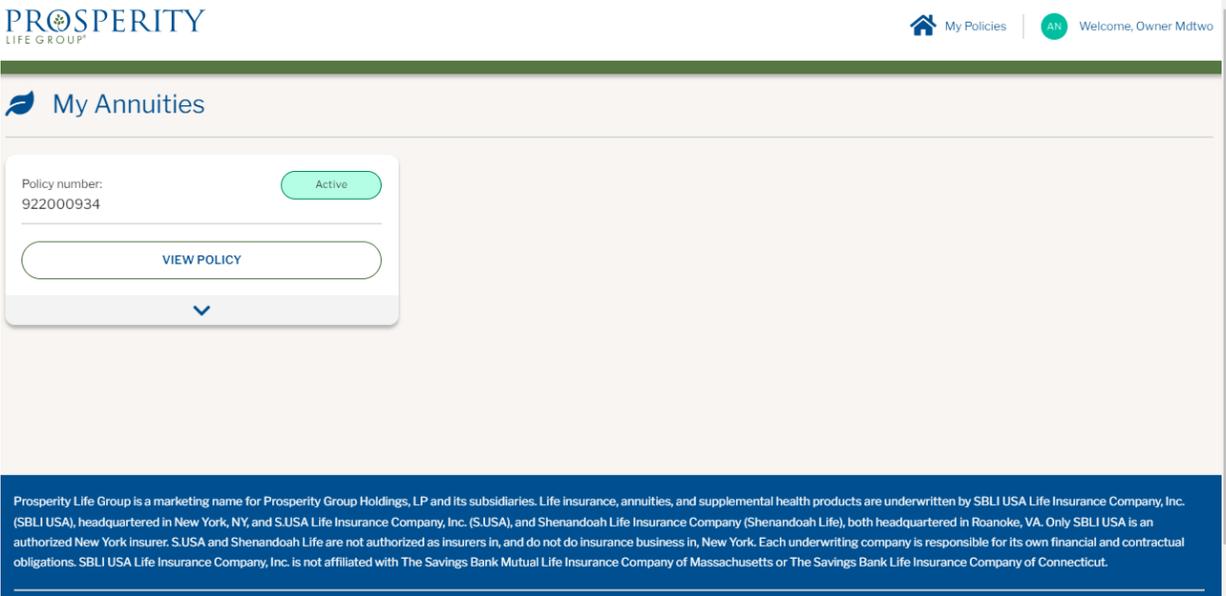
THEN

Code From Authenticator App*

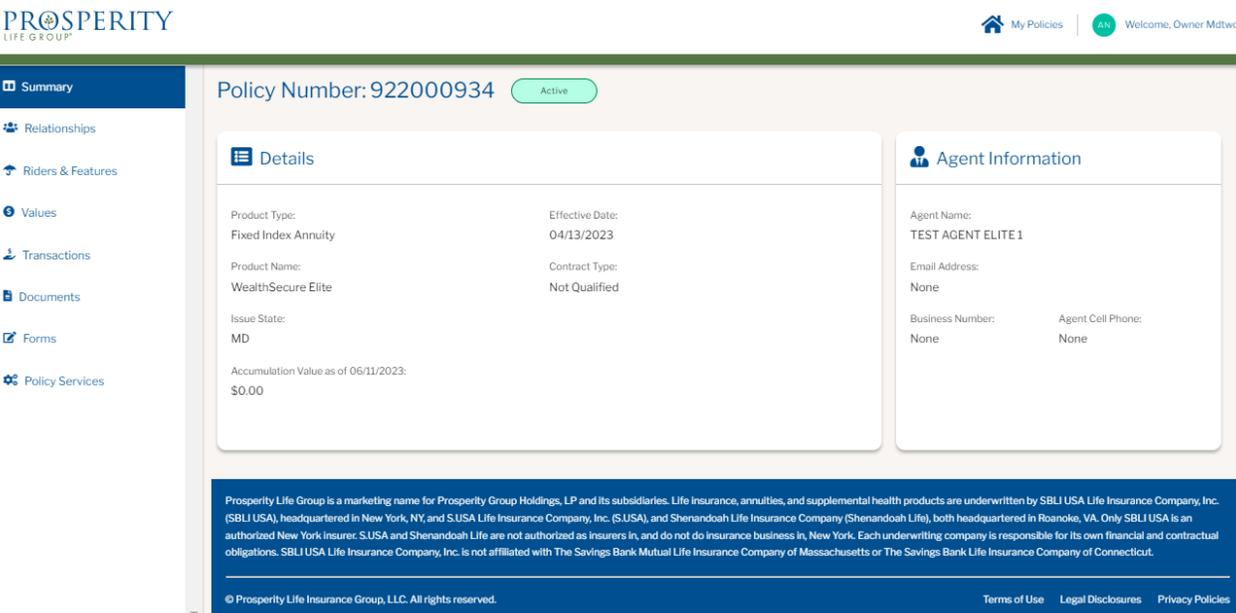
[Continue](#)

[Try another method](#)

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.



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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.



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

[FORGOT PASSWORD?](#)

[LOG IN >](#)

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 SUSA Life Insurance Company, Inc. (SUSA), and Shenandoah Life Insurance Company (Shenandoah Life), both headquartered in Roanoke, VA. Only SBLI USA is an authorized New York insurer. SUSA 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.

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

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Verify Your Identity

We've sent a text message to:

XXXXXXXX1932

Enter the 6-digit code*

Remember this device for 30 days

[Continue](#)

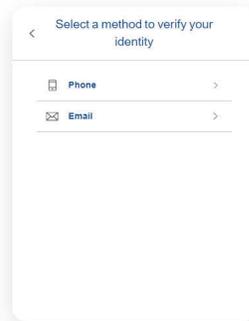
[Didn't receive a code? Resend or get a call](#)

[Try another method](#)

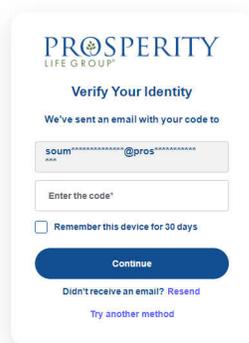
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To authenticate your account via email , click on “Try another method” and The following screen will appear. Click on Email



You will receive an email with the MFA Code on your verified email address . Enter the MFA Code and Click on Continur



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My Annuities

Policy number:
922000934

Active

[VIEW POLICY](#)



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