

**Agent Reference Guide for:
Annuity contracts and GenBuilder life policies
of Lincoln Benefit Life Company¹**

Service for Lincoln Benefit Life Company (LBL) annuity business will be handled by se², a third-party administrator. This includes LBL's in-force annuity contracts, as well as GenBuilder life policies.¹ As a result of this transaction, there will be changes to some processes and procedures. This guide provides an overview of the immediate changes effective on the conversion date.

Contact Information	Description	New Information
Customer Service and Claims Phone Number	Number for financial professionals and contract/policy owners to call for customer service and claims information on their annuity contracts and GenBuilder policies.	Annuity Service Center: 800-643-8190 <i>(This is an automated menu. To speak to a customer service representative, select 'Account Information' to access the broker's menu.)</i>
Fax Number	Fax number for Annuity Service Center	Annuity Service Center Fax: 785-286-6121
Hours of Operation	Daily availability of the Annuity Service Center	Annuity Service Center Hours: 7:30 a.m. – 5 p.m. (CT), Monday-Friday
Mail Information (for annuity contracts and GenBuilder policies only)		
Regular Mail	Mailing address for regular correspondence, forms and contract information	Lincoln Benefit Life P.O. Box 758520 Topeka, KS 66675
Overnight Mail	Overnight address for annuities and GenBuilder payments, correspondence, forms and/or contract information	Lincoln Benefit Life Mail Zone 520 5801 SW Sixth Avenue Topeka, KS 66636
Payments	Payments (transfers and additional contributions)	Lincoln Benefit Life P.O. Box 758519 Topeka, KS 66675
Website		
Agent and Customer Website	Website for annuity contracts and GenBuilder policies	Go to LBL.com for information on your customers' annuity contracts and GenBuilder policies. (An initial registration is required). You must have a valid contract with us to access the information. Enter your customer's contract/policy number for the following features: <ul style="list-style-type: none"> • View correspondence • Process address changes • View transaction history (previous 18 months) • Obtain contract values • Print service forms For life policies, continue going to accessallstate.com.
Automated Telephone Features		
Features	Features available through the automated telephone service <i>(Select 'Account Information' from the automated menu to access the broker's menu.)</i>	Annuity Service Center: 800-643-8190 The system allows customers and financial professionals to: <ul style="list-style-type: none"> • Obtain contract values • Hear recent transaction history • Request key forms

¹SPIAs and annuitized contracts in force prior to April 1, 2014 continue to be serviced by Allstate.

Commissions	Description	New Information
Commission Payments	Commission payments for all annuity contracts and GenBuilder policies issued by Lincoln Benefit Life Company	<p>Annuity commissions will now be paid from the Annuity Service Center. Questions on compensation can be directed to 800-643-8190. (Select 'Account Information' and 'Commissions' to speak to a commissions or customer service representative).</p> <p>Life commissions will continue to be paid by Allstate on behalf of Lincoln Benefit Life. Questions on life commissions can be directed to 800-788-4993.</p>
Commission Payment Methods and Minimums	EFT and check payment methods	You will continue to receive commission payments in the method you currently receive (EFT or check). EFT minimum = \$15 Check minimum = \$100
Commission Dates	Commission payment and statement dates	EFT payments will be released each Monday. Checks and commission statements will be mailed separately each Monday.
Commission Rules	Updated commission rules (enclosed)	Annual commission payments (ACP) have been discontinued. Going forward, commissions for new deposits will be paid as they are earned.
Agent Tax Information	Receiving 1099s for LBL annuity and life business (for 2014 and 2015 tax years)	<p>You will receive one 1099 for the 2014 tax year. For questions on the 2014 tax year, call: 800-788-4993.</p> <p>You may receive two 1099s for the 2015 tax year if you receive commissions for both annuity and life business in 2015. For questions on the 2015 tax year, call: 800-643-8190.</p>
Customer Contract/Policy Correspondence		
Customer Tax Information	For questions on customer tax forms	Annuity Service Center: 800-643-8190
Licensing		
Licensing Information and Updates	For licensing questions or changes to your license status (Agent licensing will continue to be maintained by Allstate at this time)	<p>Licensing is handled by the Allstate Service Center. For questions contact: 800-789-7968</p> <p>It is your obligation to maintain appropriate licenses. If there are changes to your license, including termination, expiration or revocation, it is your obligation to inform Lincoln Benefit Life immediately.</p>
Forms		
Forms Update	Updated forms will include reference to new phone numbers, addresses, etc.	Existing forms will continue to be accepted for 60 days from the conversion date. New forms are available through LBL.com or can be obtained by contacting the Annuity Service Center.

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LINCOLN BENEFIT LIFE
