

**Agent Reference Guide for:
Servicing life insurance policies
of Lincoln Benefit Life Company¹**

Service for Lincoln Benefit Life Company (LBL) life insurance business will be handled by Alliance-One Services, Inc., a third-party administrator. This includes LBL's in-force life insurance 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		New Information	
Customer Service and Claims Phone Number	Number for agents and policy owners to call for customer service and claims information on their life policies	Fixed Life Service and all claims inquiries: 844-768-6777	Variable Life Service: 844-768-6780
Fax Number	Fax number for Life Service Center	Fixed Business Fax: 844-660-4761	Variable Business Fax: 844-768-6772
Hours of Operation	Daily availability of the Life Service Center	Life Service Center Hours: 8 a.m. – 5 p.m. (Central Time), Monday-Friday	
Mail Information		Fixed Business	Variable Business
Payments, Service and Term Conversion Applications	Mailing addresses for premium payments, term conversion applications (use fixed business address), regular correspondence, forms and contract information. For wire transfer instructions, please call the appropriate fixed or variable service number.	Lincoln Benefit Life Company Policyholder Services P.O. Box 1508 Jacksonville, IL 62651-1508 Tel: 844-768-6777	Lincoln Benefit Life Company Policyholder Services P.O. Box 1538 Jacksonville, IL 62651-1538 Tel: 844-768-6780
Claims	Mailing address for claims	Lincoln Benefit Life Company Claims Policyholder Services P.O. Box 1568 Jacksonville, IL 62651-1568	
Overnight Mail	Overnight address for life policy payments, correspondence, forms and contract information	Lincoln Benefit Life Company Policyholder Services 1275 Sandusky Road Jacksonville, IL 62650	
Website			
Agent and Customer Website	Website for life policies ¹	Go to LBL.com for information on your customer's life policies. Enter your customer's policy number, which takes you to the administrative site. (An initial registration is required.) You must have an active agent contract with us to access the information. The following features are available: <ul style="list-style-type: none"> • View policy information and values • View and download book of business (agent use) • Print key service forms 	
Automated Telephone Features			
Features	Features available through the automated telephone service for fixed life business	Fixed Life Service Center: 844-768-6777 Customers and financial professionals can: <ul style="list-style-type: none"> • Obtain contract values • Access policy loan information • Get Life Service Center contact information 	

¹A group of life policies will continue to be administered by Allstate including some guaranteed term and 10-year Level Best term sold from January 1, 2000 through 2009, as well as a limited number of Golden Achiever UL policies; these policies were affected by the NAIC adoption of Model Regulation XXX. These policies will be administered and serviced by Allstate. For servicing information regarding these policies visit Accessallstate.com or call 800-525-9287.

Commissions	Description	New Information
Commission Payments	Commission payments for all life policies issued by Lincoln Benefit Life Company	Life commissions continue to be paid by Allstate on behalf of Lincoln Benefit Life at this time. Please direct questions on life commissions to 800-788-4993. For annuity commissions call 800-643-8190.
Agent Tax Information	Receiving 1099s for LBL life and annuity business	You may receive multiple 1099s for the 2015 tax year: For questions relating to your life business, call 800-788-4993. For questions relating to your annuity business, call 800-643-8190.
Licensing and Contracting		
Licensing and Contracting Information and Updates	For licensing questions or changes to your license status, address, telephone number and/or email address.	Agent licensing will continue to be maintained by Allstate at this time. For questions contact the Allstate Service Center: 800-789-7968, Ext. 2 It is your obligation to maintain appropriate licenses and training. If there are changes to your license, including termination, expiration or revocation, it is your obligation to inform Lincoln Benefit Life immediately.
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 can be obtained by contacting the Life Service Center.

Reminder: Annuity and GenBuilder Contact Information

Contact Information	Description	New Information
Customer Service and Claims Phone Number	Customer service and claims information on annuity contracts and GenBuilder policies	Annuity Service Center: 800-643-8190
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 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

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LINCOLN BENEFIT LIFE

1221 N Street, Suite 200 • Lincoln, Nebraska 68508 • Phone: 888.674.3667