

**LBL Agent Reference Guide for:
Commissions, Licensing and Agent Maintenance at
Lincoln Benefit Life Company**

All agent maintenance and licensing services for Lincoln Benefit Life Company (LBL), as well as commissions for LBL's life business will now be handled by Alliance-One Services, Inc., a third-party administrator. As a result, there will be changes to some processes and procedures. This guide provides an overview of the immediate changes effective on the transition date.

Contact Information	Description	New Information
LBL Agent Maintenance, Licensing, and LBL Life Commissions	Phone number for agents to call for address changes, license status, and block transfers	844-768-6777, Option 2, Option 2
Fax Number		844-660-4761
Email	Email address for commissions and licensing questions only, no policy information available	LBL_Comm@dxc.com
Hours of Operation		8 a.m. – 5 p.m. (Central Time), Monday-Friday
Mailing Information		Fixed Business
Mailing Address	Mailing addresses for correspondence, forms and contract information	Lincoln Benefit Life Company Agent Services P.O. Box 1605 Jacksonville, IL 62651-1605
Overnight Mail	Overnight address for correspondence, forms and contract information	Lincoln Benefit Life Company Agent Services 1275 Sandusky Road Jacksonville, IL 62650
Life Website: life.lbl.com		
Agent Website and Registration	Website for viewing and downloading commission statements (agent access only, unless access is given by agent). Life policy information, key forms and book of business also available.	Life Website: life.lbl.com Information needed for registration: <ul style="list-style-type: none"> • Active agent number • Last four digits of SSN/TIN
Website Access for Office Staff	Website access for office staff can be set and managed with an agent registration/login	Agent may add website access for staff by going to: <ol style="list-style-type: none"> 1. Account Management 2. Staff Management 3. Select Agent Number(s) 4. Enter the staff member's contact information 5. Check the Access Commission Statements box if applicable* 5. Click Add 6. Confirmation email is sent to the staff member added <p>*Staff access defaults to policy information only for new and existing registrations</p>
Commission Statements for LBL Life Business		
Obtaining Life Commission Statements	Agent must access the website to view or download life commission statements, as statement are no longer mailed	To view or download life commission statements (once registered on the website, life.lbl.com), go to: <ol style="list-style-type: none"> 1. Commission Statement tab. 2. Select the date range and click Search. 3. Sort by Agent Number or Statement End Date. 4. Click the Select checkbox to view, download or print the desired statements.

Life Commission Payments	Description	New Information
Commission Payments for Life Business	Commission payments for all life policies sold by LBL agents in the MBA independent agent channel, including LBL policies retained by Allstate	844-768-6777, Option 2, Option 2
Life Commission Payment Minimums	Minimum amount of life commissions needed to generate a commission payment	EFT minimum: \$25.00 (previously no minimum for EFT) Check minimum: \$25.00 Current payment mode on file is not changing
Life Commission Payment Frequency		Life commissions paid monthly (payments processed on third Friday of each month or next business day if process date is a holiday)

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