



# VGLI News

Office of Servicemembers' Group Life Insurance (OSGLI)

Volume 9, Summer 2014

## A VGLI Online Account Puts You in Control

See coverage details, pay premiums, enroll for Paperless Billing, update your beneficiaries, and more with a VGLI Online Account. Follow these simple steps to create your VGLI Online Account today.

1. Visit [www.benefits.va.gov/insurance](http://www.benefits.va.gov/insurance)
2. From the left-hand menu select Access My Policy Online
3. On the next page, scroll down to Veterans' Group Life Insurance (VGLI) and click "VGLI Online Policy Access"
4. On the next screen, select "Create an Account" and follow the instructions

## Stay in Touch With Us

Be sure to check in with us at least annually to make sure your records are up-to-date. There are five convenient ways to contact us:

1. **Web Chat:** VGLI Web Chat is available through your VGLI Online Account, Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time
2. **E-mail:** [osgli.osgli@prudential.com](mailto:osgli.osgli@prudential.com)
3. **Phone:** 800-419-1473, Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern Time
4. **Fax:** 800-236-6142
5. **Mail:** OSGLI, PO Box 41618, Philadelphia, PA 19176-9913

## Have You Experienced the New VGLI Website?

With a modern design and streamlined navigation, the enhanced VGLI Website makes it easier than ever for you to manage your VGLI coverage. The site provides on-demand access to coverage details and enables you to quickly pay premiums, update beneficiaries, change billing preferences, and more.

Be sure to check out all that the new website has to offer. If you have an existing VGLI Online Account, just log in with your current User ID and password. If you don't have a User ID, you can get one by following the quick steps in the article "A VGLI Online Account Puts You in Control".

There's been an overwhelmingly positive response to the revamped

website. Sherry A., a Veteran and VGLI member since 1993 said, "Just wanted to tell you how nice this website is. It loads so much faster, has so much more information that is easy to access, easy to update. Great job."

Anthony P., a three-year VGLI member, sent this comment, "Now that you have updated your site, it is much easier to make my payment. So thank you!"

OSGLI is proud to offer this modern and intuitive website. We developed the site in response to direct feedback from Veterans like you. We will continue to listen to your suggestions and bring forward innovative ideas that make it as easy as possible for you to do business with us.

## VGLI Paperless Billing is Here!

Want more convenience and less paper? Then sign up for Paperless Billing today. Once enrolled in Paperless Billing you'll stop receiving paper bills and start receiving email notifications the day your bill is ready. Simply click the link provided in the email to view bill details and make a secure online payment.

Enrolling for Paperless Billing is easy. Access your VGLI Online Account and select "Billing & Payment Options" from the top menu. Then select "Paperless Billing." Answer a few quick questions and you're all set. Don't have a VGLI

Online Account? Check out the article "A VGLI Online Account Puts You in Control".

After you enroll, be sure to add [myvglibill@prudential.com](mailto:myvglibill@prudential.com) to your contact list to ensure you receive all future e-mails from us.

Please note: If you're currently paying your VGLI premiums by automatic withdrawal from your VA compensation payments or military retirement pay, then there's no need to sign up for Paperless Billing.



Office of Servicemembers' Group Life Insurance

## Important Reminder

Are your VGLI premiums automatically paid through your bank's online bill pay system? If so, please continue to review your VGLI bills each month to look for changes in your premium. If your premiums have changed, notify your bank right away to ensure your coverage continues uninterrupted.



## Save on Your VGLI Premium

Did you know that you can save up to 5% on your VGLI premium by changing your billing frequency from monthly to quarterly, semi-annually, or annually? Log on to your VGLI Online Account or call the Contact Center to change your billing frequency and take advantage of these savings. If you already pay your premiums quarterly, semi-annually, or annually, then your billing statement already reflects the appropriate discount.



## How Your Control Number Protects You

If you've ever called the OSGLI Contact Center, one of the first things we'll ask for is your Control Number. But what exactly is a Control Number, and why is it necessary?

Each VGLI member has a unique, randomly generated, eight-digit Control Number that appears on billing statements and most other correspondence from us. This Control Number is like an account number you might have with a utility or cable company. It helps ensure that your payments are applied correctly and allows us to quickly access your records when you call.

Most importantly, your Control Number helps protect your identity. Unlike Social Security Numbers, Control Numbers can't be used outside of OSGLI. They can't be used to open credit card accounts, make online purchases, or assume your identity.

There's nothing we take more seriously than protecting your personal information. The Control Number is just one of many effective safeguards we have in place to keep your information secure.

## Life Changes. Have Your Beneficiaries?

If you've had a recent life event such as a change in marital status, the addition of a child, or the death of a loved one, then now is a good time to review and update your VGLI beneficiary designations. It's the best way to ensure your life insurance benefit is paid to those you want to receive it. Even if you haven't had a recent life event, be sure to review your beneficiaries at least once a year.

Here are two convenient ways to update your VGLI beneficiaries:

- ★ Log on to your VGLI Online Account.
- ★ Visit [www.benefits.va.gov/insurance/resources-forms.asp](http://www.benefits.va.gov/insurance/resources-forms.asp) and download Beneficiary Designation Form SGLV 8721.

Remember, beneficiary designation changes cannot be made by phone. If you have trouble making your updates online, please call the Contact Center at 800-419-1473 for assistance.



## Is Your Mailing Address Current?

If you received this newsletter via e-mail then you know that OSGLI has your current e-mail address. It's also a good idea to make sure we have your correct mailing address. If we have your correct address then you can be sure that you'll receive all important notifications regarding your VGLI coverage. Access your VGLI Online Account or call us to update your address today.