VGLI News

Office of Servicemembers' Group Life Insurance (OSGLI)

Volume 7, Summer 2012

Is Your Mailing Address Current?

If you received this newsletter via e-mail then you know that OSGLI has your current e-mail address. While that's good "green" news, it's also a good idea to make sure we have your correct home mailing address. This way you'll be sure to receive important documents regarding your VGLI account. There are three ways to update your address:

- ★ Access your VGLI Online Account.
- ★ Write your address in the space provided on your premium payment coupon and return it to OSGLI.
- ★ Call the Contact Center.

Stay in Touch With Us

Whether by phone, e-mail, or Web Chat, we always want to hear from you. 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. Online: VGLI Web Chat and Schedule a Call are available through your VGLI Online Account, Monday to Friday 9:00 a.m. to 5:00 p.m. Eastern Time.
2. E-mail: 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

Want VGLI News sent via e-mail? Call or go to your VGLI Online Account to provide your current e-mail address.

Spotlight on . . .
The OSGLI Claims Team

In this issue of Veterans' Group Life Insurance (VGLI) News we're shining the spotlight on the OSGLI Claims Team. This hardworking group is responsible for processing the hundreds of VGLI claims that are received each month.

The majority of the team includes claims examiners who work directly with beneficiaries to process life insurance claims. Senior claims examiners handle more complex claims and provide guidance and advice to the team when needed. A team lead and manager oversee the entire staff and monitor resource needs. Administrative associates are there to support the entire team.

Everyone on the Claims Team is thoroughly trained in their respective roles and they all share a strong sense of pride about the work they do. They are honored to serve the beneficiaries of Veterans who have sacrificed for their country.

Yanik is a claims examiner who has been with OSGLI for six years and with the Claims Team for three. Like her coworkers, she went through a rigorous three-month training period before she handled claims on her own. She has a strong background in customer service, which serves her well as she corresponds with beneficiaries on a daily basis.

"Someone is always your customer, and they have to be treated like one," she says. "Helping the Veterans and their beneficiaries is one of the most rewarding parts of my job. Sometimes people will call after a claim is settled to thank me. It's always nice to know that I've helped someone."

Marissa is a more recent addition to the team who, like Yanik, brings customer service experience to her role. In addition, she has experience volunteering with an organization that helps Veterans gain access to equal employment opportunities.

"I like my job because every day there is a new challenge, something new to learn," says Marissa. She agrees that helping Veterans and their beneficiaries is one of the most gratifying aspects of her job. "It feels good to know that we're assisting Veterans and their beneficiaries. They've protected us. What they do matters."

A VGLI Online Account Puts You in Control

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

1. Visit www.insurance.va.gov
2. From the left-hand menu select "Access Your Policy Information Online"
3. Under the VGLI column, select "access your policy information"
4. Click "Register Now"
5. Enter your:
   - ★ Social Security Number
   - ★ Last Name (Enter your last name exactly as it appears on OSGLI correspondence)
   - ★ 8-digit Control Number (Found on your billing statement)
6. Click "Submit"

Save on Your VGLI Premium

Did you know that you can save 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 currently pay your premiums quarterly, semi-annually, or annually, then your billing statement already reflects the appropriate discount.

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 your VGLI beneficiary designations. It's the best way to ensure your life insurance benefit is paid to whom you want. Even if you haven't had a recent life event, be sure to review your beneficiaries at least once a year around tax time, your birthday, or other memorable date.

To update your VGLI beneficiaries:

- ★ log onto your VGLI Online Account, or
- ★ download and complete Beneficiary Designation Form SGLV 8721 available at www.insurance.va.gov and return it to OSGLI, or
- ★ call the Contact Center and ask that Beneficiary Designation Form SGLV 8721 be mailed to you. Please remember that beneficiary changes cannot be made by phone.

A Great Way to Pay VGLI Premiums

Increase convenience and reduce paper waste by paying your VGLI premium through your bank's bill pay system. Simply visit the bill pay section of your bank's website and add "OSGLI" as a payee. If prompted for OSGLI's address, use the return address on your current bill. When asked for your account number, enter the first eight digits of your control number found on the upper right hand corner of your billing statement. Then choose the date you would like your payment to be securely transferred from your account directly to OSGLI. Be sure to continue to review your billing statements for important messages and rate changes.

No Cost Financial Planning

VA makes financial planning available to beneficiaries of VGLI, SGLI, or FSGLI, as well as recipients of TSGLI benefits at no cost. If you know someone who received a benefit payment and may need assistance with financial planning, have them call 888-243-7351 or e-mail fcs@financialpoint.com. They'll receive guidance from financial professionals who are experienced with military and Veteran benefits.

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