



**Office of  
Servicemembers'  
Group  
Life  
Insurance**

**OSGLI**

### How to Set up an Online Account

- Log on to [www.insurance.va.gov](http://www.insurance.va.gov)
- Select "Online Policy Access"
- In the Veterans' Group Life Insurance (VGLI) section, click the "Access Your Policy Information" link
- Click on the "First Time User" button

Enter your:

- Social Security Number
- Last Name, and
- Control Number (do not use the 0001 at the end) Your Control number appears on your bill and most other correspondence from OSGLI.

**Please call if you have  
any questions  
(800) 419-1473**

# Veterans' Group Life Insurance News

## Credit Card Payments—Important Notice

OSGLI will temporarily suspend credit card payments while we upgrade the payment system. Effective October 24, 2008, please choose one of the following alternate payment arrangements:

- Electronic check payments can be made through the OSGLI website or by calling (800) 419-1473
- US Postal Service - Mail a check or money order to:  
OSGLI  
PO Box 6249  
Carol Stream, IL 60197-6249

Please be sure to include the Control Number from your bill with the payment. We apologize for any inconvenience and will restore this service as soon as possible. Please check our website periodically for updates or call OSGLI at (800) 419-1473.

## E-mail Notifications

In July 2008, OSGLI began sending out information to veterans by e-mail. E-mails are designed to keep you informed of important changes to the VGLI Program.

### CREATE AN ONLINE ACCOUNT TODAY

Please keep your account information current so that we can contact you with any program changes.

## Money Matters

Is your VGLI premium deducted directly from your military retirement pay?

If it is and you are later approved for VA disability compensation, please notify OSGLI. We will need to change your deduction from Military retirement pay to VA disability compensation.

Premium deductions will not automatically switch to VA disability compensation.

## Offering You the Best Service

The call center is pleased to answer your questions. We average 3,400 calls a week and most are answered in less than 20 seconds! Please keep in mind that Mondays are usually busier than Fridays, and that 10:00 A.M. Eastern Time on Friday tends to be the best time to call. By calling our office you can pay your bill, request a new Certificate of Insurance, reset your online password, and more!

## Is Your Beneficiary Designation Current?

If you had a recent life event, such as a change in marital status or a new baby, now is a great time to make sure your beneficiary designation(s) is current.

Things to remember...

- You can choose any beneficiary you want.
- You can change the beneficiary at any time.

- You can submit changes online with an electronic signature.
- You can download the Beneficiary Designation form and mail it to:

OSGLI  
PO Box 70214  
Philadelphia PA 19176-9915

Without a valid beneficiary form on file, benefits are paid

to your survivors under the provisions of the law (38 U.S.C. 1970). Payment would be made to:

- Your spouse, if none;
- Your children, if none;
- Your parents in equal shares, if none;
- Your estate, if none;
- Other next of kin.

**Update Your Beneficiary Today!**

## VGLI Rate Decrease Information

Great News! The VGLI premium reduced for veterans between the ages of 30 to 64, effective July 1, 2008. You can find the new rates on the website at: [www.insurance.va.gov](http://www.insurance.va.gov).

If you paid premium at the old rate for coverage beyond July 2008, you will see a credit on a subsequent VGLI billing statement. We issued a credit to veterans to make up the difference in the payment.

## Financial Counseling Services

No cost Financial Counseling Services are available to the beneficiaries of SGLI, FSGLI, VGLI payments and recipients of TSGLI. If you know a beneficiary in need of assistance with financial planning, please encourage him or her to call (888) 243-7351 or e-mail [fcs@financialpoint.com](mailto:fcs@financialpoint.com).

**No question is too simple, no problem too small.**

## OSGLI Contact Information

Mailing Address:  
OSGLI  
PO Box 41618  
Philadelphia, PA 19176-9913

Web: [www.insurance.va.gov](http://www.insurance.va.gov)  
By e-mail: [osgli.osgli@prudential.com](mailto:osgli.osgli@prudential.com)  
Toll-Free Telephone: (800) 419-1473  
Toll-Free Fax: (800) 236-6142