

Important Update: Added Guidelines for Easier Access Redesigned Website – Available Now EquiTrust Agent Gateway Website Agents.EquiTrust.com

Thank you for your patience during our transition to the new Agent Gateway Website. Here are some guidelines to help resolve any problems you may have encountered.

- Use the same URL as our old site agents.equitrust.com and same login credentials.
- Use Google Chrome as your browser.
- Clear your cookies, temporary internet files, and history. In Chrome, you can do this several ways, including:
 - Hold Shift key and click the refresh (circle arrow) button on your screen.
 - While at agents.equitrust.com, go to "hamburger" ellipsis (3 vertical dots), select Settings; under Privacy and Security choose Clear Browsing Data; check to lower two boxes, then Clear Data button.
 - For more details on clearing cookies, temporary files and history, <u>click here</u>.
- If you access the website via a saved link, the link should be updated.
- For setup of Multi Factor Authentication where more than one user applies, select Security Questions only for your MFA, the answers to which may be shared among confidential users; disregard text message (SMS) and authentication app. (Reminder: Assistant Accounts can be established which provide access to all data except Commissions.)

Same web address as before, and your current login credentials still apply

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Annuity News (See more) Life News (See more) EquiTrust Response to COVID-19 - From Eric Holoman, Pres & CEO (4/22/2020) SALES WEEK: Two Webinard Sales Tip: Benefits of Bonus Index Annulty in Today's Environment (4/22/2020) NEWSWIRE: 1X: Commission Increase - Limited Time! Rate Increase for ALL Annuities and Life Products! (4/15/2020) Photographs of Certain Documents Accepted Temporarily (4/7/2020)	Login to see and add your favorite AppBuilder Agent Resource Center E-App Commission Schedule Add or remove favorites by clicking the \bigtriangledown on selected pages. (maximum 8)

New Look ... Improved Navigation ... More Information!

After many months of redesign and development, your online access to EquiTrust is better than ever! Exciting upgrades include:

- Clear, functional home page provides streamlined access to the information you need
- Broader access to client values and beneficiary information
- Education page for online training, education, webinars and recordings
- Enhanced security multi-factor authentication to protect your clients' personal data

Login for Secured Content

Many website resources are accessible without login. For access to protected information, login is required.

If you already have an account established for the former website, you don't have to reregister; sign in with your same username and password. Upon login to the new website, you will be prompted to select your preferred process for multi-factor authentication:

- Security questions
- Text message security code (SMS)
- Authentication app security code

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Google Chrome for Best Results

The Agent Gateway Website assures the best response and results if you use Google Chrome as your web browser. Internet Explorer is no longer supported by Microsoft and, going forward, may become less reliable for efficient use of this website.

Learn More

The linked printable flyer provides additional information and navigation tips. Click Here.

Questions? Call Sales Support at 866-598-3694 or visit the Agent Website at <u>Agents.EquiTrust.com</u>



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IC20-ECN-1056 FOR PRODUCER USE ONLY EquiTrust 7100 Westown Pkwy Suite 200 West Des Moines, IA 50266

www.EquiTrust.com