

# CILC Bulletin

Issue date: April 24, 2000  
Effective: April 24, 2000  
Bulletin number: CILCADM-3E  
Replaces: None

---

## ACCESS TO LIFELINES: A VALUABLE INTERNET RESOURCE FOR BROKERS

We are proud to announce the availability of Lifelines, CNA's internet-based broker resource, designed to provide up-to-the-minute information for your business. For those not yet familiar with this site, the following are just a few features it offers:

- On-line generation of broker production reports
- Real-time, detailed status information on pending, in-force, and terminated cases
- Current death benefit information

Lifelines access is intended specifically for the Master Broker/LSO and World Wide Broker level. Nearly all previously appointed Master Brokers and Worldwide Brokers already have access to Lifelines. For those brokers not yet familiar with Lifelines, the following log-in procedures will enable you to utilize the many benefits of our site:

**Link:** [www.cnalifeinternationallife.com.ky](http://www.cnalifeinternationallife.com.ky)- Access Lifelines through the Broker Services portion of the site.

**User ID:** When logging in, all individually contracted brokers should use their **ID number** as the User ID.

**Password:** First use the **date of birth**. Date of birth must be entered as an eight-digit number (i.e. mmddyyyy).

If another broker is already using this date; the broker may use his/her **ID number plus one** as the password (i.e. ID number of 555-55-5555 as a password would be entered as 555555556).

**Note: The correct format for all numbers used (date of birth, ID number or zip code) is to exclude dashes, slashes, etc.**

Brokers appointed as an agency or corporation should use the agency/corporation **tax ID number** as their **User ID** and the agency/corporation zip code as the password.

If someone can not access Lifelines utilizing their User ID and password as described above, he or she should contact the Help Desk at 1-800-262-8038.

Questions pertaining to this bulletin should be directed to Jennifer Wagner at 615-316-7194.



KEY TO BULLETIN TOPICS: TRM (Term), WL (Whole Life), UL (Universal Life), VAR (Variable), IR (Impaired Risk), OL (Other Life), ANN (Annuities), ADM (Administration), ADV (Advertising), CMPL (Compliance), MAR (Marketing), SFT (Software), UW (Underwriting)