

NEWS BULLETIN

from Great American Financial Resources®, Inc.



January 24, 2008

Information for our Distribution Partners

NB14-08GFR

Login Help for Agent Web Site

As you may know, Great American Financial Resources®, Inc., launched a new Agent Web Site at GAFRI.com on January 2, 2008. Here are some tips to guide you through the new Agent Web Site's registration process.

Logging on

If you have not yet logged on, we encourage you to do so. You will find many enhancements to the previous company-specific sites. The best news is, you now only need one login for all of your GAFRI business needs. Here are the steps to create a login at GAFRI.com:

1. Go to **www.GAFRI.com**.
2. Select "I am a Financial Professional" and click the "Go" button.
3. If this is your first time visiting the new site, **you will need to create a new account**. Click "Create an Account."
NOTE: Hitting the "Back" button on your browser will cause an error in the login process and your information will be lost. Please do not use the "Back" button.
4. Select one GAFRI company with which you are affiliated.
5. Enter your last name as GAFRI has it on file, and your Social Security number. Click the "Next" button.
6. Enter your agent number and mailing address ZIP code. Click the "Next" button.
7. Create a new and unique user name. Your user name must be at least four characters in length, and may contain letters and numbers. You may not use your agent number or a policy number. Click the "Next" button.
8. Create your password. Your password must be at least eight characters in length and must contain upper- and lowercase letters and at least one number. Click the "Next" button.
9. The message on your screen notifies you that you must create security questions. Click "Log In" to do so.
10. Type in your newly created user name and password. Click the "Log In" button.
11. Select three security questions and type in your answers. These will be used for password retrieval in the event you forget your password, so make sure to select something memorable. Click the "Submit" button.
12. Close the window to proceed to the Log In screen. You will now be able to enter your user name and password to explore the new Agent Web Site at GAFRI.com.

If you encounter an error during account creation

There are some instances where you may receive an error message and will need to call us to help set up your new account. Examples include:

- If your Social Security number is not entered into our business system.
- If there are multiple names for the same Social Security number (i.e., you had previously established an Office Administrator with your account) and the last names affiliated with that number do not match.
- If your name and Social Security number are found, but additional identifying information such as agent number or mailing address are incomplete.
- If you are associated with a company and the Financial Agent ID is missing or not included in our business system, the agent numbers associated with the company must be entered manually into the user profile to allow you access to data associated with that hierarchy.

The good news is that these are all relatively simple solutions on our end. All you need to do if you encounter one of the above errors is call a member of the **Licensing & Commission department at (800) 438.3398, ext. 13763**.

Your security

Previously, your login was your Agent Number, and your password was the last six digits of your Social Security number. This process provided very limited security to both you and your clients. When we re-designed the site, we took extensive effort to increase security. Last year, nearly nine million people in the United States were identity theft victims, resulting in a fraud cost of nearly \$57 billion.

Keeping those statistics in mind, we have heard your feedback and have decided to **modify our security requirements**. These changes will be implemented in the coming weeks in an effort to increase ease of business with GAFRI. Please note that these rules are still well above industry standard. Revised security rules will include the following:

- Passwords will consist of upper- and lowercase letters and numbers only.
- Passwords will now need to be reset every four to six months.
- More security questions with static answers (i.e., your father's middle name, high school mascot, etc.) will be added. Also, you will only need to select and answer two of the questions.

Again, we thank you for your understanding during this time, and appreciate your business. If you have any questions regarding this change, please contact an **Inside Wholesaler & Advisor at (800) 438.3398, ext. 17197**.

If you would like to be removed from this distribution, please e-mail us the fax number or e-mail to remove at Supplies@gafri.com or fax your request to (877) 208.2008. Please include your name and agent number with your request.

This process may take up to two weeks; we appreciate your patience.

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