

BT Life: Email Notifications

Understanding the changes
to BT Life email campaigns
and notifications.

TAL ADVISER CENTRE QUICK REFERENCE GUIDE

FOR ADVISER USE ONLY

From 21 August 2023, the information you receive via email is changing.

See the headings below for further details on how email campaigns and notifications will change, including where to locate the equivalent information in TAC.

Please note: The information in this factsheet is BT Life-specific and relates to the transition to TAC on 21 August 2023.

Discontinued

From 31 October, notifications of the following events will no longer be sent:

- Dishonour (1st, 2nd, 3rd)
- Overdue Payment
- Policy Lapse
- Renewals
- Interim Cover Expiry
- Suspense Review

Continued

Notifications of the following events will continue to be sent via email:

- Reinstatement (with subject line: Reinstating your client's policy)

Business Insights and Reporting

The information found in the discontinued email notifications can be accessed in **TAC** by downloading an equivalent report* from the Business Insights and Reporting tab:

- TAC Overdue Report
- TAC Lapse Report
- TAC Renewal Report

See **Business Insights and Reporting** QRG for step-by-step instructions.

*Excluding Interim Cover Expiry and Suspense Review which have no direct equivalents

For more information, please contact us on the details below:
TAL and Asteron - 1300 286 937 (Monday to Friday 8am - 7pm AEST)
BT Life - 1300 553 764 (Monday to Friday 8am - 6:30pm AEST)

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