

## Policyholder Portal – How to register?

**New ERA**  
LIFE INSURANCE COMPANIES

NEW ERA LIFE INSURANCE COMPANY  
NEW ERA LIFE INSURANCE COMPANY OF THE MIDWEST  
PHILADELPHIA AMERICAN LIFE INSURANCE COMPANY

POLICYHOLDER PORTAL

### LOG IN

User ID:

Password:

Remember me?

[Log in](#)

[New user, click to register](#)

[Forgot password / user id?](#)

By accessing this site, you represent that you are an authorized user, and that your use of this website and any information contained on this website will be in compliance with all applicable laws and regulations. Only authorized users may access the secured areas of this website, and user names and passwords to this website are non-transferable.

As an authorized user, you agree to maintain the security and confidentiality of your user name and password, and notify us immediately if you have reason to believe that your user name and/or password has been compromised in any way.

Click the link  
"New user, click to register"



## REGISTER

Create a policyholder portal profile

Verification

Profile Creation

Review

Completion

### Verification

Policy Number:

SSN / Tax ID:

Last 4 Digits

✓ Verify

< Previous

Continue >

✕ Cancel

Type in your Policy Number

Type in Last 4 digit of your  
SSN/Tax ID

Click "Verify" button to  
validate the Policy  
Number and SSN / Tax ID



## REGISTER

### Create a policyholder portal profile

Verification

Profile Creation

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Completion

### Verification

Policy Number:

SSN / Tax ID:

Policy Number and/or SSN/Tax ID is invalid.

✓ Verify

< Previous

Continue >

✕ Cancel

If the provided Policy Number and/or SSN/Tax ID are **invalid**, this message will display. Correct the values and try to verify again.



## REGISTER

Create a policyholder portal profile

Verification

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Completion

### Verification

Policy Number:

SSN / Tax ID:

Policy Number and SSN/Tax ID is already registered.

< Previous

Continue >

✕ Cancel

If the provided Policy Number & SSN / Tax ID are **already registered**, this message will display.

Click "Cancel" button to go to Log In screen



## REGISTER

Create a policyholder portal profile

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### Verification

Policy Number:

SSN / Tax ID:

Birth Date:

Zip Code:

Policy Number XXXXXXXXXX is valid.

Type in Birth Date

Type in Zip Code and Click "Continue" button

If the provided Policy Number & SSN/Tax ID are valid, this message will display and Birth Date and Zip Code values are require.

Birth Date is asked if last 4 digit of SSN matches with applicant's SSN, Otherwise only Zip code is required.

< Previous

Continue >

✕ Cancel

# REGISTER

## Create a policyholder portal profile



### Profile Creation

User ID:

Type in a User ID. [Minimum 8 characters long]

Email:

Type in a valid Email Address.

Password:

Type in a Password. [Minimum 8 characters, at least one Upper Case, one Lower Case, one Digit and one Special Character e.g. !, @, #, \$

Confirm password:

Enter the same password.

Click Continue

Password Conditions
✗ One Upper Case Letter
✗ One Lower Case Letter
✗ One Special Char ~!@#\$\$%&*?
✗ One Number
✗ Length 8 Char

## REGISTER

Create a policyholder portal profile

Verification

Profile Creation

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Completion

### Profile Creation

User ID:

The User ID is already taken

The system will show the message if the requested User ID is taken, entry a new User ID.

Email:

Password:

Confirm password:

< Previous

Continue >

✕ Cancel

## REGISTER

Create a policyholder portal profile



### Profile Creation

User ID:

The User ID is available

This message will display if the requested User ID is available

Email:

Password:

Confirm password:

[← Previous](#) [Continue >](#) [× Cancel](#)

## REGISTER

Create a policyholder portal profile

Verification

Profile Creation

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### Profile Creation

User ID:

testing12

The User ID is available

Email:

[Redacted]

The email is already registered. [Click to retrieve your password.](#)

Password:

Confirm password:

< Previous

Continue >

✕ Cancel

If the provided email address already exists, this message will display.

# REGISTER

Create a policyholder portal profile

Verification → Profile Creation → Review → Completion

## Profile Creation

User ID:

The User ID is available

Email:

The email is available

Password:

Confirm password:

← Previous | Continue

Enter password and confirm it. The password must match the shown "Password Conditions". Click "Continue"

- Password Conditions
- ✗ One Upper Case Letter
- ✗ One Lower Case Letter
- ✗ One Special Char  
~ ! @ # \$ % & \* ?
- ✗ One Number
- ✗ Length 8 Char

## REGISTER

Create a policyholder portal profile

Verification

Profile Creation

Review

Completion

### Review

Policy Number:

[Redacted]

SSN / Tax ID:

[Redacted]

Birth Date:

[Redacted]

Zip Code:

[Redacted]

User ID:

[Redacted]

Email:

[Redacted]

< Previous

Continue >

✕ Cancel

Review the content and click "Continue" to complete the registration.

## REGISTER

Create a policyholder portal profile

Verification

Profile Creation

Review

Completion

### Completion

#### Congratulations!

Your profile has been created successfully.

In order to validate your email address, we have sent you an email with the subject "Confirm your email address". The message may take a minute or so to arrive.

Please check the spam folder as well.

Click to Login

< Previous

Continue >

✕ Cancel

Click "Login" button to go to Log In screen.

## LOG IN

User ID:

User ID

Type in User ID.

Password:

Password

Type in password.

Remember me?

Log in

Click "Log in" button.



New user, click to register



Forgot password / user id?

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