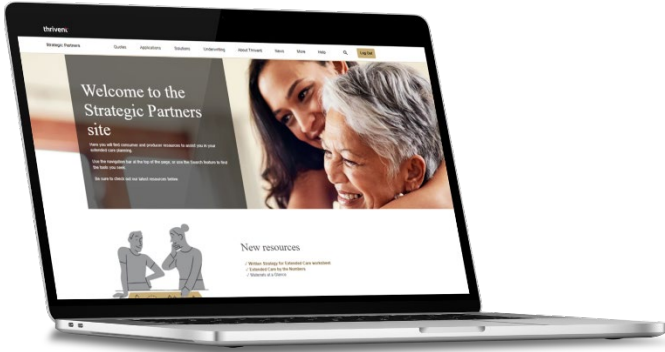


Subject: Thrivent's enhanced LTC agent support site is coming November 12

Thrivent will be launching a refreshed agent support website on 11/12/24. The enhanced Strategic Partners site (<http://partner.thrivent.com>) seeks to provide you with a better advisor experience.



The site has been redesigned for enhanced security, more content, and easier navigation. The enhanced security now requires Multi-Factor Authentication (see below).

What will you find here?

- Full illustration software for both the traditional and linked-benefit solutions.
- Exclusive quote tool that allows you to show multiple designs side-by-side, or to compare the traditional or linked-benefit solution against self-funding.
- Printable applications and service forms (At this time, E-apps can only be accessed through your BGA's iGo account)
- Solution tools for consumers and producers
- Underwriting resources
- Tools to help explain Thrivent's fraternal status and financial strength
- Sales strategies
- Searchable news/bulletins

What you need to know: The login process will change slightly on November 12.

- Previously, your username was your writing number (i.e. F012345).
- After 11/11, **your username will be your writing number followed by @thrivent.com** (i.e. F012345@thrivent.com)
- In addition to your username and password, you will also need to use **Multi-Factor Authentication (MFA)** to continue accessing these resources. Thrivent recommends the use of Microsoft Authenticator to verify your identity when logging in and that MFA is set up prior to trying to log in.

For help in setting up MFA, click the appropriate link below:

- [How to install Microsoft Authenticator for Android](#)
- [How to install Microsoft Authenticator for iOS](#)
- [Download and Install the Microsoft Authenticator App](#)
- [Add Personal Accounts to the Microsoft Authenticator App](#)

Who can access the site?

At this time, only appointed agents can access these resources. We are working on solutions to allow for back-office support to access the site, but for now your Agent Writing Code is required to access the site.

Issues logging in?

1. Contact Thrivent's Technology Service Center at 888-422-5737, enter the last five digits of your agent writing code and say **Technology**.
2. When you reach a Technology Service Center representative, please **share that you are a Strategic Partner trying to access partner.thrivent.com**.
3. If prompted for your manager's name, say **"Doug Grove"**.