



NEWS RELEASE

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Colonial Supplemental Insurance is the marketing brand of Colonial Life & Accident Insurance Company. Colonial is a market leader in providing voluntary insurance to employees and their families through the workplace, along with personal benefits communication, enrollment capabilities and a commitment to service. Colonial Supplemental Insurance products are underwritten by Colonial Life & Accident Insurance Company and include a broad portfolio of insurance coverages, such as disability, accident, life, and supplemental accident and health insurance policies. Similar products, if approved, are underwritten in New York by a Colonial affiliate, The Paul Revere Life Insurance Company.

Colonial is based in Columbia, S.C. and has been named one of the top four best large companies to work for in South Carolina. A subsidiary of Unum Group, Colonial is based in Columbia, S.C. and operates in 49 states, the District of Columbia and Puerto Rico. "Colonial Supplemental Insurance," "for what happens next" and the logo, separately and in combination, are registered service marks of Colonial Life & Accident Insurance Company. All rights reserved.

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"The Check's in the Mail"

Proactive Communication Keeps Colonial Life & Accident Insurance Company Customers Up to Date on Their Claims.

COLUMBIA, S.C. (Sept. 24, 2007) — Undergoing lengthy treatment and recovery resulting from an injury or a critical illness, such as cancer, stroke or a heart attack, can create tremendous physical and emotional stress. Add to that the anxiety of worrying about medical bills that seem to arrive daily in the mailbox. Imagine the relief, though, when the phone rings and it's not a bill collector. Instead, it's the insurance company calling to let you know your claim is being processed and when you can expect a decision, or better yet, the claim check is in the mail.

"We think it should be easy for customers to file a claim and learn about their claim's status," says Annaclair Kiger, senior vice president of customer service and information technology for Colonial Supplemental Insurance. "That's why we constantly enhance our claims services. In fact, one of the most popular services we provide is making proactive phone calls to customers to let them know what's going on with their claim."

Colonial's proactive policyholder communication includes contacting policyholders by phone when their claim form is received and when a benefits payment is made. In addition to making proactive claim calls, Colonial makes it easier to submit a claim by offering a variety of filing methods for life and wellness claims: phone, fax, mail or the Internet. Most other claims are accepted by fax or mail. Colonial also provides several ways to find out about a claim's status. "Customers can get information from us by calling a service representative during business hours on weekdays, calling our voice response phone system 24/7 or contacting us via the Internet," Kiger adds.

Providing convenient, quality service to customers is a continuous process at Colonial. "We survey our customers each quarter to find out how they prefer to get information from us and ask about the services they expect," says Kiger. "The survey results help us continue to refine and enhance our services based on what our customers need and want."