



NEWS RELEASE

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Colonial Life & Accident Insurance Company is a market leader in providing insurance benefits for employees and their families through their workplace, along with individual benefits education, advanced yet simple-to-use enrollment technology and quality personal service.

Colonial Life offers disability, life and supplemental accident and health insurance policies in 49 states and the District of Columbia. Similar policies, if approved, are underwritten in New York by a Colonial Life affiliate, The Paul Revere Life Insurance Company. Colonial Life is based in Columbia, S.C., and is a subsidiary of Unum Group.

For more information about Colonial Life's products and services or opportunities with the company, call (803) 798-7000 or visit www.coloniallife.com.

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Customers Give Colonial Life Service High Marks

COLUMBIA, S.C. (June 1, 2009) — The first quarter 2009 survey results from LIMRA show Colonial Life & Accident Insurance Company's policyholders and claimants continue to be pleased with the service they receive.

LIMRA surveys thousands of Colonial Life policyholders four times a year after they file a claim or call the company. Questions range from how fast the company answers the phone to how likely they are to keep their Colonial Life coverage. Cumulative results from surveys conducted during the past 12 months revealed:

Claimants

- An outstanding 94 percent are *satisfied* or *very satisfied* with their claims experience.
- The percentage of those who are *likely* or *very likely* to recommend Colonial Life to others is 94 percent.
- The percentage of customers who say they'll continue their Colonial Life coverage reached an all-time high of 96 percent in the first quarter of this year. In fact, 81 percent of these customers say they are *very likely* to continue their coverage.

Customer Service

Survey results from policyholders who called Colonial Life's Customer Service Center revealed the following.

- Cumulatively, overall satisfaction with the company's service center is at 90 percent.
- The percentage of those calling the service center that would recommend Colonial Life to others remains level at 88 percent.
- The percentage of those calling the service center that plan to continue their coverage is 90 percent.
- 92 percent expressed satisfaction with the company's automated service menu (VRU).
- 95 percent say their calls were answered in a reasonable amount of time.
- 93 percent say contacting Colonial Life is easy.
- 92 percent say their calls are handled accurately.

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The survey revealed the following information about Colonial Life's customer service representatives.

- 91 percent say the company's service representatives are knowledgeable.
- 93 percent say the representatives are easy to understand.
- 95 percent say they are courteous.
- 93 percent say they are professional.

"These very positive survey results continue to show we're succeeding in our goal of making benefits count for both employers and workers," said Annaclair Kiger, Colonial Life's senior vice president of customer service and information technology. "We plan to gather this kind of feedback regularly from our customers to ensure we meet and exceed their expectations for great customer service."

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