



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, the District of Columbia and Puerto Rico. 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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2007 LIMRA Survey Reports Strong Customer Service Ratings for the Third Straight Year for Colonial Life

COLUMBIA, S.C. (March 7, 2008) — After three years of conducting quarterly customer satisfaction surveys, LIMRA International reports Colonial Life continues to receive strong ratings for service from the following customer groups:

Policyholders

For 12 quarters in a row, more than 90 percent of policyholders surveyed say they're satisfied or very satisfied with the claims service they receive from Colonial Life. Specific responses from policyholders in the fourth quarter 2007 include:

- **More than 90 percent** of policyholders say Colonial Life's service representatives are knowledgeable, courteous and professional. In addition, they say it's easy to make contact with a customer service representative.
- **Ninety-four percent** of policyholders say their customer service call is answered promptly.
- **More than nine in 10 claimants** say filing a claim is easy. They also like the automated call they receive from Colonial Life that lets them know their claim has been received and is being processed. In addition, almost all claimants say they'd recommend Colonial Life to others.

Plan Administrators

- **Nearly all plan administrators** surveyed say they're satisfied with Colonial Life's account services.
- **More than 90 percent of plan administrators** say it's easy to submit billing changes and billing requests are handled in a timely manner.
- **Plan administrators** continue to give strong ratings to service representatives. They agree that service representatives are professional, easy to understand, courteous, caring and knowledgeable.

"These surveys confirm we're easy to do business with," says Annaclair Kiger, Colonial Life's senior vice president of customer service and information technology. "The survey information helps make sure we're doing a good job in meeting and exceeding customers' service expectations. Providing quality customer service is one of our strengths in the marketplace, and we want to continue to be a service leader."

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