

NEWS RELEASE

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Media Contact:

Jeanna Moffett
(803) 213-5445
jmoffett@ColonialLife.com

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.

1200 Colonial Life Boulevard, Columbia, South Carolina 29210 803.798.7000
www.ColonialLife.com

Customers Give Colonial Life Service High Marks

COLUMBIA, S.C. (Sept. 9, 2009) — The latest survey results from LIMRA show Colonial Life & Accident Insurance Company's plan administrators, claimants and policyholders are pleased with the service they receive — and the numbers are increasing.

LIMRA surveys 500 plan administrators twice a year and thousands of policyholders monthly after they file a claim or call the company. Questions range from how fast the company answers the phone to how easy it is to reconcile invoices. Cumulative results from surveys conducted during the past 12 months revealed:

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Plan administrators

- 90 percent of those surveyed say they're *satisfied* or *very satisfied* with Colonial Life.
- 95 percent say their billing requests are handled accurately, and 96 percent say they're handled in a reasonable timeframe.
- 99 percent say it's easy to reconcile their invoices.
- 93 percent say changes to their invoices are made within a reasonable amount of time.

Plan administrators gave Colonial Life's customer service representatives excellent reviews:

- 99 percent say the company's service representatives are knowledgeable.
- 100 percent say the representatives are easy to understand.
- 100 percent say they are courteous.
- 97 percent say they are problem solvers.
- 100 percent say they are caring.
- 100 percent say they are professional.

Claimants

- An outstanding 96 percent are *satisfied* or *very satisfied* with their claims experience. Of these, 79 percent report being *very satisfied*.
- 94 percent of those surveyed are *likely* or *very likely* to recommend Colonial Life to others 94 percent.
- The percentage of customers who say they'll continue their

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coverage remained relatively unchanged from previous surveys at 96 percent.

Customer Service

- Policyholders who called Colonial Life's Service Center rated the customer service representatives highly, giving them the highest ratings since mid-2007.
- 96 percent said their calls were answered in a reasonable amount of time.
- 93 percent said their requests were handled accurately. 95 percent expressed satisfaction with the company's automated service unit option.

"We welcome this feedback from our customers because we want to make it easy for them to do business with us," says Annaclair Kiger, Colonial Life's senior vice president of customer service and information technology. "Our strong commitment to customer service drives us to continuously improve our service delivery and service capabilities."

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