Hassle-Free Services

Colonial Life℠

Making benefits count.

Service With You in Mind.

With shrinking Human Resource staffs becoming the way of the business world, you don't need administrative hassles. Colonial Life's goal is to make doing business with us as easy as possible, saving you valuable time and energy. We strive to provide service *your* way and make your benefits count.

Our accessible, professional and caring customer service teams understand the needs of employers and employees alike, and treat both with the courtesy and knowledge they expect. Unlike many companies that provide you benefits communication and enrollment services and are then out the door, we work to develop lasting, trusting relationships with our accounts and our policyholders by offering superior service in areas such as the following for our Colonial Life products.

Billing Services That Meet Your Business Needs

- Through Colonial Life's flexible billing system, you can pay all of your Colonial Life premiums through one payroll slot, if you choose.
- You can also select your regular billing frequency to suit your schedule.
- And you can take advantage of Colonial Life's convenient E-Services, which include Ez Billing, our paperless billing service, plus online bill view and bill payment, conducted through our secure website – all at no charge to you.

Help With Account Administration, When You Need It

- Our dedicated telephone service and billing teams focus solely on providing quick, accurate and courteous service for our accounts.
- You can access account service and information through our secure plan administrator website, toll-free account service line, 24-hour fax and quarterly plan administrator newsletter.

Fast, Simplified Underwriting and Processing

- To help enrollments go smoothly, we have the capabilities to make fast, often automatic, underwriting decisions.
- Many of our products require minimal health questions.
- We can receive most of our applications electronically, which provides quick, efficient policy issue and more accurate deductions on your first bill.

Quick, Easy Claims Processing

- We provide the means to file claims quickly and easily by fax and to file wellness claims over the telephone or the Internet.
- Policyholders can opt to expedite a claim payment by selecting our overnight delivery option, at an additional cost.
- They can also receive an automated telephone notification when the claim has been received and, upon request, when the claim has been processed.

Outstanding Claims Service

- Nine in 10 claimants voice strong approval for the service they've received from Colonial Life.
- More than 90 percent of respondents describe their customer service representative as courteous, professional, knowledgeable and caring.

Cutomer Satisfaction Survey, LIMRA International, 2006.

Superior Policyholder Service

- Our policyholders can rely on our call center specialists, including some who speak Spanish, to be trained in the key aspects of Colonial Life's business, as well as how to provide courteous, responsive customer service.
- Through the secure ColonialConnect for Policyholders℠ website, designed specifically for policyholders, customers can submit claims, access claim status information, make simple service requests, print service forms, and e-mail service questions to our Customer Service Center.
- Customers also have 24-hour access to automated information via our voice response center, through which they can obtain claim status, mail and fax information; order service forms, change their address or telephone number; and file a wellness claim over the telephone.

All of these add up to one thing for you: convenient, simple and courteous service – not just for today but for the long term. They're just one more way we're making benefits count for you.

Colonial Life
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coloniallife.com

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Colonial Life products are underwritten by Colonial Life & Accident Insurance Company, for which Colonial Life is the marketing brand.

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