

sure thing our guarantees

Group LTD Claims

100% payment accuracy for all new LTD claims
100% compliance with ERISA service requirements

Group STD Claims

100% claims processing accuracy 98% of the time
Claims decisions or requests for additional information within 5 business days

Group Life Claims

100% of claims will be processed within 10 business days
(upon receipt of complete claim documentation)
Requests for additional information will be sent within 5 business days
100% processing accuracy

Customer Service

One day response time to customer phone calls, letters, and emails

Overall Satisfaction Guarantee

100% customer satisfaction