

# Group Life Insurance Coordinated Claims Experience

## When life is at its worst, we are here for you

Experiencing the loss of a loved one is not an event we take lightly. At Reliance Standard, every beneficiary experiences a compassionate, personal and fast response throughout the entire life claims process. The process starts with an initial outreach phone call from the beneficiary's dedicated claims representative who will offer condolences, provide an overview of the process, answer questions and ensure a fast, accurate claims payment. At no additional cost, ACI Specialty Benefits provides all beneficiaries and their families access to bereavement support from licensed counselors along with access to legal and financial resources.

### One Point of Contact

Our team of highly trained life claims examiners manage the entire claims process – end-to-end. As the beneficiary's single point of contact, our life claims examiners manage the claims process, tackle questions and provide valuable claim status updates. If the life policy includes other eligible benefits or entitlements, the life claims examiner will gather any additional information required to secure those benefits too. In most cases, we are able to finalize claims within 5 days. Pro-active outreach at the beginning of the claims process is important for securing a timely outcome.

### Choice of Intake

We have provided five convenient, easy methods to submit a claim. A beneficiary can choose whatever option that is suitable to their situation.



- **Online Claims Portal** – File securely with 24/7 access @ [www.RSLCLAIMS.com](http://www.RSLCLAIMS.com)
  - o Track claim status in real-time
  - o Eliminate duplicate data entry
  - o Download forms
  - o Reduce claim processing times
  - o Submit claims
  - o E-signature capabilities
- **Email** – Dedicated email box for life claims only
- **Mail** – For beneficiaries who prefer to submit paper claims
- **Fax** – Secure fax line, quicker alternative to mail
- **Telephone** – Beneficiaries can conveniently submit a claim by phone

### Valuable Resources for Challenging Times

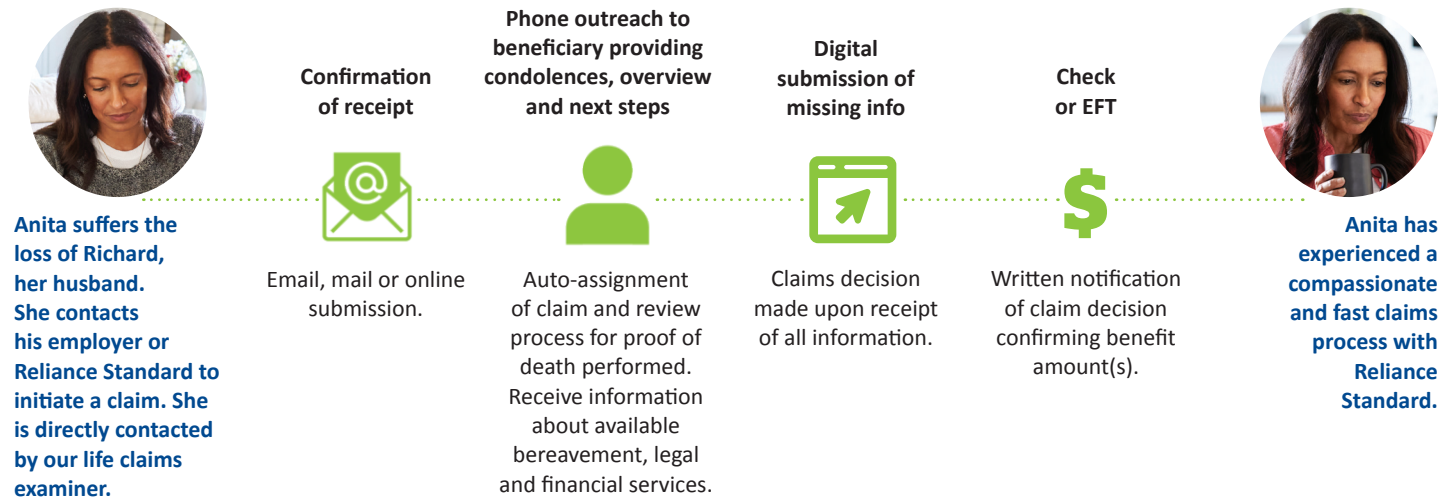
Coping with the loss of a loved one can be stressful. All beneficiaries and their families have unlimited access to confidential telephonic grief counseling, legal and financial consultation through ACI Specialty Benefits — at no extra costs.

- All covered employees and family members eligible, regardless of location or relationship
- 24/7, 365 dedicated toll-free line — someone always there to answer
- Have questions or need to access services, contact: ACI Specialty Benefits toll-free at 855-RSL-HELP (885-775-4357) or email at [rsl@acieap.com](mailto:rsl@acieap.com)

## Fast Payment Options

Receiving a life claims payment can be fast! We offer two of the simplest and most popular options – Check or Electronic funds transfers (EFT). The choice is up to the beneficiary and they can let us know when filling out the life claim form.

## Overview of Our Life Claims Process



### Beneficiary Advantages

DocuSign Capabilities

Email Alerts

Bereavement Counseling

Legal and Financial Resources

### Employer Advantages

Easy Claim Initiation

Reduced Administrative Burden

Enhanced Reporting

## Need to know a claim status?

Claims status inquiries can be answered 24/7 on our website, [www.reliancestandard.com](http://www.reliancestandard.com) or through our automated Customer Care system. Call CUSTOMER CARE at (800)351-7500. Representatives are available weekdays from 8:00 AM - 7:00 PM EST.

## Where to file a new claim?

File securely 24/7 @ [www.RSLCLAIMS.com](http://www.RSLCLAIMS.com)  
Speak to an intake specialist weekdays 9:00AM – 9:00PM EST  
TOLL-FREE: (855) RSL-CLAIM or (855) 775-2524



[www.reliancestandard.com](http://www.reliancestandard.com)

Bereavement Benefit services are provided by ACI Specialty Benefits, under agreement with Reliance Standard Life Insurance Company.

Insurance products and services are offered by Reliance Standard Life Insurance Company in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. In New York, insurance products and services are offered by First Reliance Standard Life Insurance.

Group Life coverage is underwritten by Reliance Standard Life Insurance Company and provided through policy form series LRS-6422, et al.

Voluntary Group Term Life Insurance coverage is underwritten by Reliance Standard Life Insurance Company and provided through policy form series LRS-8349, et al in all states except Alaska, Maine, Missouri, New Mexico, New York, Oregon, Pennsylvania, Puerto Rico, South Dakota, Vermont, the US Virgin Islands, Washington and West Virginia where coverage is provided as follows: Alaska, Maine, Missouri, New Mexico, Oregon, South Dakota, Washington and West Virginia through policy form series LRS-9419, et al; Vermont through policy form series LRS-8522, et al; and Pennsylvania through policy form series LRS-8800, et al.

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