

## Frequently Asked Questions About Filing For Life and Accidental Death & Dismemberment (AD&D) Insurance Benefits

The following questions and answers will help provide information regarding how a beneficiary can apply for benefits under the group insurance program with Standard Insurance Company.

### How Is A Claim For Life Insurance Benefits Initiated?

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To file a claim for Life or AD&D insurance for the following coverage:

- University-Paid Life and AD&D insurance – contact The University of Alabama at 205-348-7732
- Voluntary Life and AD&D insurance – contact The Standard toll-free at 855-757-4714

The following information is needed for the call:

- The name of the deceased
- The deceased's personal information such as their social security number, date of birth and date of death
- Your name, address and telephone number

### What happens after a claim is reported?

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The Standard will mail a letter to the named beneficiary(ies) along with a Beneficiary Statement. The letter will include a request for a copy of the certified death certificate to be returned along with the completed Beneficiary Statement.

### Where does the beneficiary send the completed Beneficiary Statement and death certificate?

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FAX information toll-free to 888-414-0389 or mail it to the following address:

Standard Insurance Company  
Life Benefits Department  
P.O. Box 2800  
Portland, OR 97208

Street address for UPS or Federal Express delivery:

Life Benefits Department T1-2L  
10265 NE Tanasbourne Drive  
Hillsboro, OR 97124

### How long does it normally take to make a claim decision?

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Once The Standard receives the required claim documents, it will take approximately one week to review the claim and determine if payment can be made or if additional information is needed.

### Who should the beneficiary call for questions about a claim?

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Call The Standard's Life Benefits Department toll-free at 855-757-4714.