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Guaranteed Standard Issue Individual Disability Insurance Policy eDelivery

With The Standard's online delivery system, policies are delivered efficiently and direct to individual members.



Key Benefits of the eDelivery System



Carrier ► Individuals



Secure



24/7 access



Real-time dashboards
Agencies and producers

Standard Insurance Company | The Standard Life Insurance Company of New York | [standard.com/di](https://www.standard.com/di)

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The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of 1100 SW Sixth Avenue, Portland, Oregon, in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of 445 Hamilton Avenue, 11th floor, White Plains, New York. Product features and availability vary by state and company, and are solely the responsibility of each subsidiary. Standard Insurance Company is licensed to solicit insurance business in all states except New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.

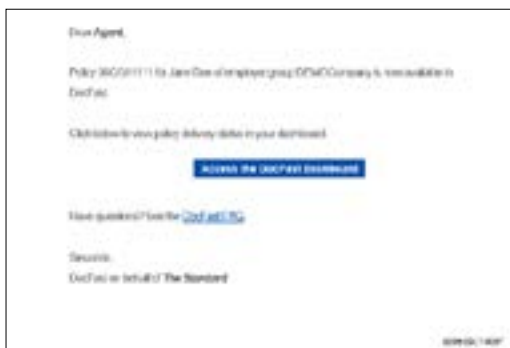

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Registering for DocFast® is easy.

For new group implementations, agencies will complete and return a setup form. The Standard⁺ will then work with you and iPipeline to set up DocFast access. If you already have a DocFast account with The Standard, no account changes are needed. Newly issued GSI policies will automatically appear in your dashboard.

If you are a first-time user of DocFast, you will need to complete the registration process when you receive an email notice that policies are available to view in your dashboard.

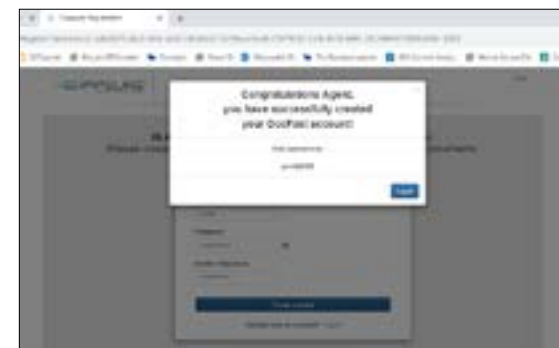
1. Select **Access the DocFast Dashboard** and you'll be directed to register with DocFast.



2. Complete the online registration information.



3. After completing the registration, you'll receive an email message that includes your username and a link to your dashboard.



Note: the password you create during the registration process must be 14+ characters with at least one non-alphabetic character and at least one alphabetic character. Three or more consecutive repeat characters is disallowed (“sss” or “111”, etc.).

- Be sure to bookmark [DocFast's login page](#) and note your username and password for future access.


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Agencies and producers can track delivery status at any time through a self-service, real-time dashboard, including GSI, fully underwritten and Graduate Medical Education policies.

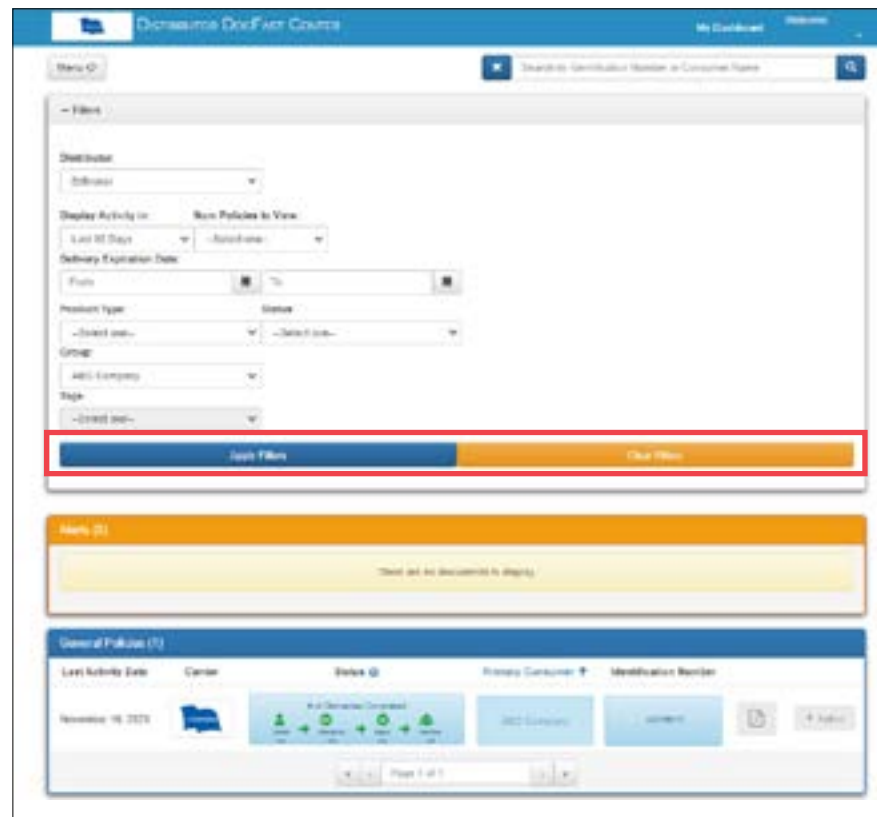
Main Dashboard

➤ The search bar queries individual policies, not group names or ID numbers.

➤ You can search for a group using **Filters**. Select the employer's name from the **Group** drop-down list and **Apply Filters**.



➤ To start a new search, go to **Filters** and select **Clear Filters**.





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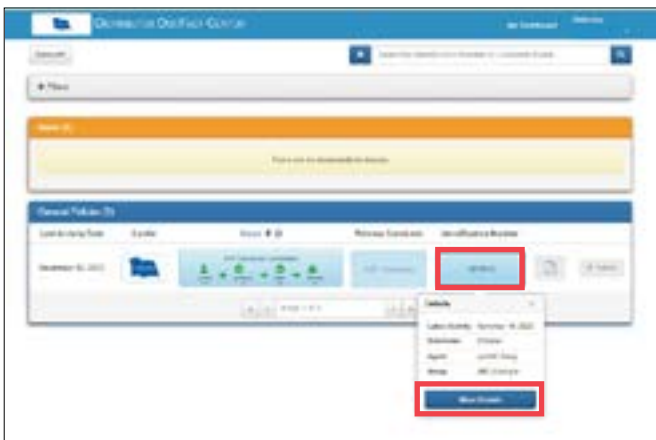
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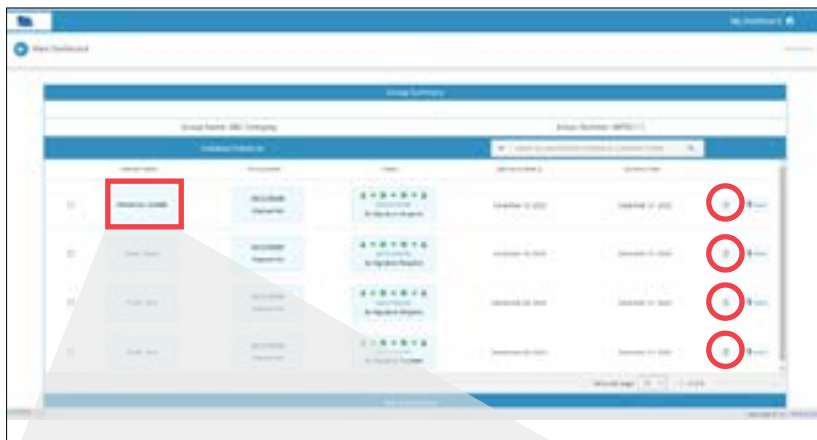
Your Group Summary Dashboard provides you delivery statuses for every policy in that employer group.

Accessing Group Summary Dashboard



Click **Identification Number** and select **More Details** to see all policies and statuses under that group.

Document Details: Individual Policy Data



Review a copy of a policy by selecting the **PDF icon**.



See individual policy details by selecting the member's name under **Member Name** and **More Details**.



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Member Experience

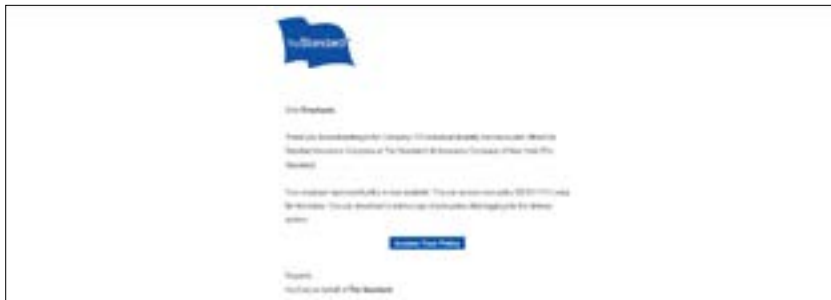
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The individual member will access their policy in **three easy steps**:

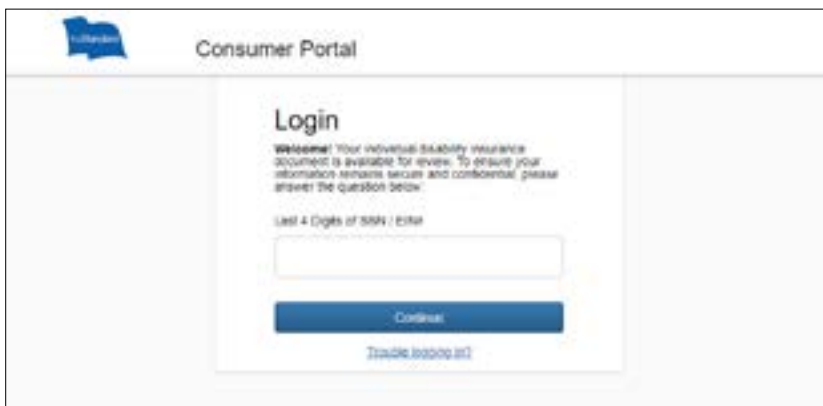
- 1. An email notice is sent to the member when their policy is available.



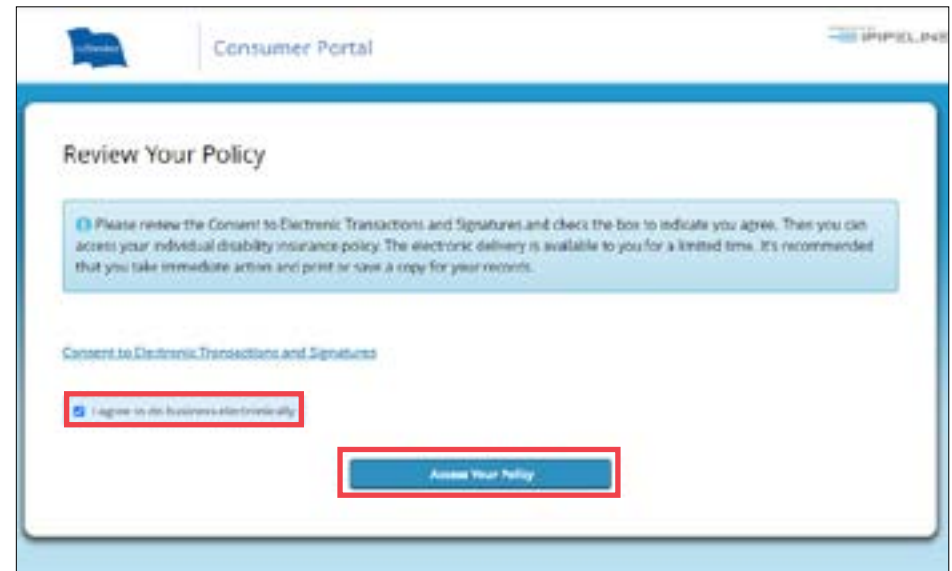
From: The Standard IDI Policy Delivery
Subject: [External] Your Insurance Policy is Available for Review



- 2. The member will enter the last four digits of their Social Security number on the DocFast login screen.



- 3. Once they agree to do business electronically with The Standard, they'll be able to click on **Access Your Policy**.



The member can now review the policy and save or print a copy for their records. Click **Close** to exit.



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Additional Information

What are my responsibilities in the policy delivery process?

Inform the employer:

- They must white-list the delivery IP address 216.203.12.211 to ensure successful deliveries
- Members will receive their policies from thestandard-idipolicydelivery@standard.com

[Check your dashboard for real-time delivery statuses.](#)

[For policies requiring an amendment signature or letter of decline or postponement:](#)

You will be responsible for delivery to the member and following up on signatures, as needed.

[How long is a policy available in DocFast?](#)

eDeliveries expire after 60 days. A duplicate policy can be requested from The Standard. However, DocFast eDelivery will not be available.

[What if a policyowner doesn't receive a policy? Can it be resent?](#)

If The Standard receives the request within 60 days of policy issue, it can be resent through DocFast. For requests received after 60 days, you can download the policy through your dashboard or contact The Standard.

[Can The Standard deliver policies to the employer for individual policy delivery?](#)

The Standard is unable to deliver policies to the employer through DocFast.

Need technical assistance with DocFast?

For technical support, contact iPipeline at support@ipipeline.com or 800.641.6557. Technical support staff are available **5 a.m. – 5 p.m. Pacific, Monday through Friday.**