

# ColonialConnect

Employee benefits and service news, tips and information to help make your benefits administration easier.

Volume XII Issue 2

## Why Ez Billing Can Create World Peace and Change Your Life Forever\*...

*Does the idea of simplified billing sound good to you? How about spending less time on the tasks with even less hassle? Colonial Life's E-Services are designed to save time, trouble and paper – but still provide you with professional, courteous service, your way.*

Take Ez Billing, for example, our paperless self-billing solution. We can give you five highly persuasive reasons to let us reconcile your bill for you. Although statistically impossible to prove, we hope this list at least encourages you to see what Ez Billing is all about.

### Colonial Life presents The Ez Billing Top 5\*

- 1 Ez Billing can create world peace.** Well, perhaps not world peace, but it does free up your valuable time so that you can concentrate on other tasks.
- 2 Ez Billing is so simple a child could do it.** Of course that depends on age, and intellect, (and of course, if they were a Colonial Life customer) but basically it's like attaching an Excel file to an e-mail. It really is that easy.
- 3 Ez Billing prevents grey hair.** No more worrying about bill reconciliation, we'll do it for you. This of course, presumes you get grey hairs from worrying about bill reconciliation.
- 4 Ez Billing can save the rain forest.** Okay, maybe just a tree or two. When used in conjunction with our paperless E-Bill, you can eliminate a lot of unnecessary paper from being generated.
- 5 Ez Billing makes you smarter and more attractive.** Again we know this is statistically impossible to prove, but don't you think people who take advantage of FREE services are automatically smarter and more attractive.

Our web-based services are designed to provide you a paperless billing process — all available at no charge. That's the premise of all of our services: to provide what is most convenient for you, not what is easiest for us.

Surely those 5 reasons, at least, spark your curiosity about our E-Services. All you have to do now is visit the ColonialConnect for Plan Administrators<sup>SM</sup> website and check them out. If you're not already a member of ColonialConnect, joining the site is quick and easy – and best of all it's free! Call us directly at 800.256.7004; or, log onto coloniallife.com and go to "Member Log-In," then click on "First Time Users."

*\*Colonial Life has no statistical evidence that Ez Billing does anything other than save you administrative time, is like attaching a file to an e-mail, can eliminate unnecessary paper and is available at no charge to all Colonial Life accounts. This Top 5 List is the editors' pitiful attempt at a humorous display of just how beneficial the whole process really is. We hope it made you laugh.*

**With Colonial Life, you've got it all and more!**

We make benefits count through the personal advice and one-to-one relationships we're known for, services that educate employers and their employees about the benefits they have, and personal insurance products that target the gaps in their coverage.

Colonial Life. Making benefits count.

## Surveys Tout Colonial Life Customer Satisfaction

One of the cornerstones of Colonial Life is our attention to customer service after the sale. As such, we have set rigorous goals to ensure customer satisfaction. Each quarter we measure our service performance to plan administrators and policyholders then publish the latest results for the world to see. Here's just a sampling of the results from 2007.

More than 8 out of 10 plan administrators surveyed by LIMRA International said that they found billing invoice reconciliation to be very easy.\* And, more than 9 out of 10 felt that our service representatives were:

- Professional
- Courteous
- Caring
- Easy to understand
- Knowledgeable
- Problem solvers

Quarterly external customer surveys\* indicate 88% of customers are satisfied or highly satisfied with the service we provide. Of the external policyholders surveyed, almost 90% feel that:

- Hours of operation are convenient
- Voice Response Unit is easy to follow
- We handle requests accurately
- We're easy to contact

For our claims processing:

- Nine out of 10 claimants are satisfied with claims service overall and would recommend Colonial Life to others.\*
- Wellness claims resolved in 5 business days or less: 99%
- Accident and Health claims resolved in 10 business days or less: 93%
- Disability claims resolved in 10 business days or less: 88%

Superior service is our number one goal and we hold ourselves accountable to ensure you receive it.

Have you seen our Service Goal Report Card lately? Visit the ColonialConnect for Plan Administrators<sup>SM</sup> website to see how we're making the grade.

Sources: 2007 Colonial Life

\*2007 Customer Satisfaction Survey, LIMRA International

## Join the Green Revolution! We're Doing Our Part, You Can too!

It seems like overnight the Green Revolution has begun. We all need to be better stewards of the environment. Becoming more environmentally friendly at Colonial Life is only part of the equation. We need your help too. Perhaps you've embraced an eco-friendly lifestyle at home and are looking for ways to bring those principles to work. Colonial Life is committed to helping the environment and one way we know we can do that is by striving to eliminate generating unnecessary paper.

You'd be amazed at how simply this is done. Really, it's so easy. All you have to do is turn off your mailed paper bill today. You can still access up to 12 prior months worth of bills online. You will receive an e-mail alerting you the moment your bill posts. You can then electronically file or print as needed.

You won't be inundated with unnecessary paper anymore. You'll still have access to all your information. And together, we'll become more environmentally friendly. Convert to E-Bill today.

### *Colonial Life's doing our part, are you?*

To turn off your paper bill, simply log onto coloniallife.com and notify us through "Contact Us" or call 800.256.7004 and request it today.

## Contact Us

*This publication highlights issues or questions you may have about administering your account. If you have questions or ideas on how we can better serve you, please contact us by clicking on the "Contact Us" link on the ColonialConnect for Plan Administrators<sup>SM</sup> website. Simply type your question in the Contact Us Form and click submit.*

If you are a plan administrator and have questions about your billing invoice, bill reconciliation and payment process, or questions related to your pre-tax information, contact us at this number:

### Plan Administrator Contact Information

Plan Administrator Service Center  
Telephone: 1-800-256-7004  
Fax: 1-803-213-7243

Service specialists are available  
Monday through Friday, 8 a.m.-7 p.m., EST.

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

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If your employees (Colonial Life policyholders) have questions or comments regarding their Colonial Life policy, or questions regarding their claim, refer them to this number:

### Policyholder Contact Information

Colonial Life Service Center  
Telephone: 1-800-325-4368  
Fax: 1-800-880-9325

Our automated service center is available 24 hours a day or you may speak with a customer service representative Monday through Friday, 8 a.m.-7 p.m., EST.