



Dear Colonial Life Customer,

As we face the COVID-19 pandemic together, all of us at Colonial Life understand that your focus is on the health and safety of your families, employees and communities. You're supporting so many people, and we're supporting you.

The pandemic has impacted businesses and communities across the country. Your team at Colonial Life – both locally and in our home office – is here for you. And that holds true wherever “here” might be for you during this time.

We'll be communicating with you throughout this challenging time and have established a [COVID-19 response page](#) with information and FAQs to provide you with the most up-to-date information. Today, we wanted to share the following information with you:

**We've always helped you prepare for the unexpected, and we're prepared for this**

This is an unprecedented challenge for everyone. That's why we've moved quickly to keep our business functions operational, while also ensuring the safety of our employees. Your calls will continue to be answered and you'll be able to reach familiar faces and voices.

- [Our online claims page](#) remains the fastest way to file.  
Employees can:
  - Enroll in direct deposit to expedite payments
  - Add documentation to existing claims
- You can access your account via the [Colonial Life for Clients](#) portal at any time and contact us with any questions
  - View and pay your bills
  - Handle routine benefits administration
- Your employees can [review their policies online](#), and our Contact Center is open to support them

**Our benefit counselors are ready to help remotely**

With workforces spread out more than ever, our team of dedicated benefit counselors is ready to help with the same

compassion and expertise that you've come to expect from Colonial Life.

We offer flexible enrollment solutions to make communication, education and enrollment simple.

- **Telephonic:** Whether your team is in multiple locations, working multiple shifts or includes remote workers, we'll work around their schedules to speak about their unique needs.
- **Virtual:** With co-browsing and video chat, we build personal connections that allow your employees to make informed decisions no matter where they're located.
- **Online:** Online self-enroll is fast, easy and convenient – and always comes with available support should your employees have questions.

Please contact your local Colonial Life agent for more information.

### **We're making it easy to add coverage and protect your employees**

When your employees last made decisions about their benefits, they likely had no reason to anticipate an emergency of this magnitude. To help address their concerns and risks, we're making it easy to add coverage.

If you or your employees have questions about available protections, please contact your local agent for more information.

### **Government assistance is available for small businesses**

In response to the pandemic's economic impact, legislators have acted to help businesses with fewer than 500 employees, as well as assist employees impacted by COVID-19. We encourage you to familiarize yourself with these regulations and financial assistance opportunities, so that you can best care for your families, employees and customers.

You can find more information on our [COVID-19 legislation page](#).

In the coming weeks, we'll continue to provide updates and assist you in every way we can.

We've always been grateful that you've trusted us to help you prepare for the unexpected. We're committed to fulfilling those promises and getting you, your employees and your business through this together.

Stay well,



Tim Arnold  
President & CEO, Colonial Life

## HOW TO CONTACT US

COVID-19 Response Page  
<https://www.coloniallife.com/covid-19>

For employers and plan administrators  
Colonial Life for Clients portal:  
<https://www.coloniallife.com/employers/plan-administrator-support>

Email: [service@coloniallife.com](mailto:service@coloniallife.com)

Plan Administrator Support: 800-561-3082

For employees  
Online account access:  
<https://www.coloniallife.com/individuals/policyholder-support>

Online claims: <https://www.coloniallife.com/individuals/claims>

Contact Center: 800-325-4368



Accident • Cancer • Critical Illness • Dental • Disability • Hospital Indemnity • Life

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