Making Service Excellence a Priority

Our service mission
Reliance Standard is committed to providing our clients with a best in class service experience. Our sales and service team recognizes that partnership is critical. We dedicate our time, expertise and resources where it matters most—enhancing your service experience.

What we offer you
In business for over a century and a leader in the group benefits market, we have learned what employers and employees really desire—a partner who makes doing business easier. Our national team of service, account management and customer care professionals is available to provide you with the answers you need when you need them. This streamlines processes and reduces administrative tasks, allowing you to focus on your core responsibilities.

Your service experience

Expert help available when you need it
Our Customer Care Center operates at above industry standards for speed to answer and call resolution. Staffed with trained professionals, they are equipped to answer questions for you, the benefits administrator, and your employees. They work closely with your local account management team to provide prompt service that consistently exceeds your expectations.

All customer service professionals are cross-trained on all product lines for maximum effectiveness. The majority of inquiries are resolved in a single call, reducing time spent resolving any service-related issue.

You can reach the Customer Care Center by dialing 1-800-351-7500 or click here to e-mail them directly.

24/7 phone and web support

Easy access available when you are
Around-the-clock phone and web support offer you even more flexibility and accessibility. Our Customer Care Center is fully automated and available via phone and the web 24/7. Your questions regarding Medical Underwriting Evidence of Insurability, as well as Life and Disability Claims payment status, are quickly addressed when you call or visit the web.

30 field sales/service offices available to assist you

Personalized account management services
Our service team is here to partner with you from implementation through the life of the case. Your regional team includes: client service specialists, voluntary enrollment coordinators, regional account managers and others. In addition you always have access to our national support resources as needed.