

## Delivering on our claims commitments under COVID-19

Reliance Standard has been actively monitoring news sources and government agencies, both locally and nationally, to ensure we remain up to date on all information related to the COVID-19 outbreak. We have implemented our business continuity plan, which involves moving to 100% work from home for all associates so we can provide uninterrupted service to our customers despite the challenges we face as a country. I am proud to say this operational response has been implemented successfully.

### Help Us Help Your Employees

During these challenging times, one way we can ensure consistent service to you and your employees is to capitalize on our technology and self-service capabilities. To ensure the best possible service experience and provide timely benefit payments to your employees, we are asking your support in leveraging and promoting:

1. Our **online and telephonic claim submission capabilities**; and,
2. Our ability to provide **payment on approved claims via electronic benefit payments (EFT)** to your insured employees who submit claims.

### Online and Telephonic Claim Submission

- All new claims may be submitted securely online (and even on mobile devices) by either the employee or you, the employer, at [RSLClaims.com](https://www.rslclaims.com).\* This includes all Reliance Standard products: Disability, Life, Critical Illness, Accident, Hospital Indemnity and even Wellness and Waiver of Premium.
- Claims may also be submitted using our telephonic intake process. Live intake specialists are available to speak with your employees weekdays from 9 AM to 9 PM Eastern. The toll-free number is (855) RSL Claims (855-775-2524).

### Electronic Benefit Payments

Receiving claim payments quickly and securely is vitally important to your insured employees who submit claims. Please encourage your associates to select secure Direct Deposit/Electronic Funds Transfer (EFT) to receive benefit payments when submitting their claim. This eliminates any unnecessary delays in benefit payment due to manually printing and mailing checks, or checks being possibly delayed or diverted in the postal system.

Once a claim is submitted, employees can check the status of their claim(s) online via our website, [www.reliancestandard.com](https://www.reliancestandard.com). Please wait 48 hours after claim submission to query status. Claim status may also be obtained 24/7 through our telephonic attendant at (800)351-7500. Live Customer Care representatives are available weekdays 8 AM to 7 PM Eastern. Of course, once we receive and initially review a claim, we will provide each employee contact information for their assigned Claims Examiner, to speak with as needed throughout the claim process.

### We Are Here To Help

Your assistance promoting our self-service capabilities will help us keep service to your employees at a consistently high level. Additionally, we have built an online collection of communication tools to assist you. Visit [this page](#) for information, fact sheets, emails; and an up-to-date FAQ regarding Reliance Standard's claims and operational responses to the COVID-19 crisis.

Thank you for your partnership and ongoing trust. On behalf of the entire Reliance Standard family, I wish you and your team well.

**\*Remember, if you have disability or leave programs administered by Matrix, employees should continue to use Matrix online and call center resources for those specific claims.**



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