

aLEAVEiate™

Affordable End-to-End Leave Management Program

Draw on our flexible solutions.

One of the greatest challenges in any business is effectively managing the ever-changing requirements of the Family and Medical Leave Act (FMLA). FMLA is extremely complex; the challenges multiply when the employer must also comply with state-mandated plans.

Mistakes and problems associated with effective and compliant leave management don't just happen with large employers. That's why Reliance Standard Life Insurance Company (Reliance Standard) is proud to introduce aLEAVEiate, powered by Matrix Absence Management. It allows forward-thinking employers, from 100 to 999 lives, the ability to add a fully compliant leave management service to their fully insured short-term and long-term disability programs.

Fully Compliant Leave Management Protects the Employer and Employees

Reliance Standard's aLEAVEiate takes the burden off the employer and places it where it belongs—with the experts. aLEAVEiate provides both expertise and experience. In fact, Matrix, our leave platform, has been administering FMLA and Disability on an integrated basis for more than 20 years.

What Do You Get?

- Full federal, state, and military leave compliance; seamlessly integrated with self-funded or fully insured short-term and long-term disability.
- Robust system-based eligibility verification and complex claim tracking capability.

- Completely integrated and paperless process for employees and our customers.
- Easy methods of claim submission for the employee and/or their family members:



matrixabsence.com

Secure web-based eFiling application
24/7x365



Matrix eServices mobile app

(available on Android and iOS)
24/7x365

Telephonic Intake option available – additional PEPM

- Up to three customized questions and/or reminders for employees to be asked at intake to ensure cultural and business needs are met.
- Single point of contact for administration of both FMLA and Disability provided by our Absence Management Specialists. Our Absence Specialists are cross-trained experts on FMLA and Disability, managing concurrent claims seamlessly.

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www.reliancestandard.com

MATRIX
ABSENCE MANAGEMENT
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www.matrixcos.com

- Daily electronic status notifications via our Absence Radar application. Notices pushed only on key update triggers, including:
 - New claims
 - Pending claims
 - Approval/Denial of claims
 - Updates
 - Return to work
- Clinically driven medical certification process and case management support. We reach out to the employee's providers to medically perfect their claim.
- Employer and employee access to our industry-leading mobile application for smartphones and tablets (Android and iOS)
 - Employees can file a new claim, enroll to receive text updates, file intermittent time, photograph a document and upload to the claim system, and electronically sign documents through DocuSign system.
- 24/7 access to our user-friendly eServices web-portal via MatrixAbsence.com.
- Experienced, local Account Management team.
- Streamlined implementation with a dedicated implementation manager who will project manage the on-boarding process through the effective date.*
- Options for "Fresh Start" administration, History Load, as well as claim take over available.

*Implementation requires a minimum of 90-120 days.

Reliance Standard and Matrix: Leaders in Absence Management

Reliance Standard is an A+ rated group benefits carrier with a legacy of providing service and value to employers of all sizes. Core products include group disability, life, dental, critical illness and accident insurance. With sister company Matrix Absence Management, Reliance Standard delivers comprehensive absence management services.

Both Matrix and Reliance Standard are members of the Tokio Marine Group, which operates in the property and casualty insurance, reinsurance and life insurance sectors globally.

The Group's main operating subsidiary, Tokio Marine & Nichido Fire (TMNF), was founded in 1879 and is the oldest and leading property and casualty insurer in Japan.

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This is a summary of product features and services, and not a contract or proposal of services. Refer to the Reliance Standard Proposal and Matrix Absence Management Administrative Services Agreement for complete information.

Insured products are underwritten by Reliance Standard Life Insurance Company, which is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. In New York, insurance products are provided through First Reliance Standard Life Insurance Company, Home Office: New York, NY.

Leave of absence administration is inclusive of federal and state mandated leave programs only. Employer specific leave programs are not included or available. Takeover of open or historical leaves is not available. Invoicing is based on eligible headcount, as reported from client-supplied eligibility feeds.

Product availability and features may vary by state.



Highlights of eServices:

Employee Services

- File a new claim or report intermittent absence online.
- See claim specific details, examiner contact information or access the interactive conversation.

Employer Services

- eClaims – Employer application that provides information on all aspects of an individual claim, including payments, notes, certification history, and claim status.
- Reports – Employer application that allows self-service access to a range of standard and ad-hoc reporting across the entire program.
 - Build a Report – A sub-application which permits the user to design, generate, and save customized ad-hoc reports using any data elements captured within eServices.
- Absence Radar HR Status Notifications – One consolidated email for all employees' absences to keep up to 3 HR representatives up-to-date. Informs human resources of any new or updated information about absences on their team.