

Frequently Asked Questions About Filing For Life and AD&D Insurance Benefits

The following questions and answers will help provide information regarding how you or your beneficiary can apply for benefits paid for by The University of Alabama in Huntsville, under the Group Life insurance program with Standard Insurance Company. The steps outlined below will enable you or them to access our claims services quickly and easily.

How Is A Claim For Life Insurance Benefits Initiated?

To file a claim for life or AD&D insurance, contact The University directly. The following information is needed for the call:

- The name of the deceased
- The deceased's personal information such as their social security number, date of birth and date of death
- Your name, address and telephone number

What happens after a claim is reported?

The Standard will mail a letter to the named beneficiary(ies) along with a Beneficiary Statement. The letter will include a request for a copy of the certified death certificate to be returned along with the completed Beneficiary Statement.

Where does the beneficiary send the completed Beneficiary Statement and death certificate?

You may FAX your information to 888-414-0389 or mail it to the following address.

Standard Insurance Company
Life Benefits Department
P.O. Box 2800
Portland, OR 97208

Street address for express delivery:
Life Benefits Department T1-2L
10265 NW Tanasbourne Drive
Hillsboro, OR 97124

How long does it normally take to make a claim decision?

Once The Standard receives the required claim documents, it will take approximately one week to review the claim and determine if payment can be made or if additional information is needed.

Who should I or my beneficiary call for questions about a claim?

Call The Standard's Life Benefits Department at 855-757-4714.