

Frequently Asked Questions About Filing For Life Insurance Benefits

The following questions and answers will help provide information regarding how you or your beneficiary can apply for benefits offered by The University of Alabama in Huntsville, under the Group Life insurance coverage with Standard Insurance Company. The steps outlined below will enable you or them to access our efficient 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 at 256.824.6640 or via email at benefits@uah.edu.

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
- The name of The University of Alabama in Huntsville employee and their social security number, if different from the deceased
- The beneficiary's address and telephone number

What happens after a claim is reported?

The Standard will review the claim and mail a letter to the named beneficiary(ies) along with a Beneficiary Statement. The letter will include a request for one 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?

Completed Beneficiary Statements may be sent via FAX to 888.414.0389 or mailed to the following address.

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

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

In general, 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 the beneficiary call for questions about a claim?

Call The Standard's Life Benefits Department at 855.757.4714.

How will beneficiaries receive their funds?

Payment method information can be found on page one and four of the Life claim packet standard.com/eforms/1794.pdf.