

Performance Guarantee

Our Promises Of Superior Service



When you choose Standard Insurance Company for your group insurance coverage, you are assured outstanding service. We aim to build long-term relationships by keeping our promises and earning your trust. And the results are clear. Our first group policyholder, who chose The Standard nearly 60 years ago, remains a customer today.

But we do more than give you our word that you'll be satisfied. We guarantee it. Our Performance Guarantee Program promises that we will make every effort to meet your overall expectations for service. If ever we don't meet those expectations, we will refund ten percent of the previous quarter's expenses associated with plan administration, excluding commission, premium tax and risk charges. It's that simple and it's another promise that you can count on us to keep.

Features And Benefits

- For Life and Disability coverage, the Performance Guarantee Program is automatically offered to group policyholders with 1,000 or more insured employees. For Dental coverage, the program is automatically offered to group policyholders with 100 or more insured employees.
- Policyholders decide what aspects of service are most important to them and rate their satisfaction on these criteria
- Policyholders can participate in annual surveys to rate their satisfaction with our service
- Continual interaction with policyholders enables us to understand their expectations and assures we are meeting them
- The program provides a direct line of communication to ensure quality service and results

For more information on our Performance Guarantee Program or any of our group insurance products, contact your insurance advisor or call the Employee Benefits Sales and Service office for your area at 800.633.8575.

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