



File Long Term Disability Claims By Phone

Starting July 1, 2013 Standard Insurance Company (The Standard) will be able to accept Long Term Disability claims from City of San José employees by phone. To report a leave of absence through the telephonic system, simply call The Standard at **855-579-1879** Monday through Friday between 5:00 a.m. and 5:00 p.m. Pacific Time and be prepared to provide the following information:

Employer: **City of San José**

Group Policy Number: **282971**

Your name and social security number

Last date you were at work or anticipated leave begin date

Nature of claim/medical information

Your physician's contact information (name, mailing address, phone number, fax number)

As in the past, you may also visit <http://www.standard.com> to file a claim online or to download a claim form to submit by mail or fax.

A claim should be filed as soon as you know you will be on a leave of absence in order to ensure timely receipt of your benefit. Claims generally take 30 days to process once all the required information is received by The Standard.

The following Frequently Asked Questions document provides additional information on filing Long Term Disability claims.

For over 100 years, The Standard has helped people achieve financial security so they can confidently pursue their dreams. The team at The Standard prides itself on providing excellent customer service and is pleased to offer City employees another convenient way to initiate Long Term Disability claims.

If you have any questions about this change, please contact Human Resources at **408.535.1285**.

The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of Portland, Oregon in all states except New York. Product features and availability vary by state and are solely the responsibility of Standard Insurance Company.

