



PO Box 2753  
Portland, OR 97208-9830

Sample Group  
Sample Contact  
Sample Group Address  
Sample City, State



## **We're changing our brand – but not our commitment to you**

Group number SAMPLE1234

Welcome to The Standard!

You know us as Anthem Life but now, we are The Standard<sup>®</sup>. On May 1, 2025, Anthem Life & Disability Insurance Company merged into The Standard Life Insurance Company of New York.

The company name and logo will be updated to reflect the merger but almost everything else will stay the same – including our dedication to our customers. Your employees will still have access to the same programs and services to help secure their family's financial future.

See enclosed ***Frequently Asked Questions and Important Information*** for detailed information on some minor changes. Be sure to read it for all the details.

### **You'll see this change soon**

Your group life and/or group disability policy or agreement is now provided by The Standard. The terms and conditions of your policy, certificates, or agreement will not change due to the merger, and The Standard assumed all liabilities and obligations of Anthem Life & Disability Insurance Company under your policy.

The Standard is part of a family of companies dedicated to one core purpose: helping people achieve financial well-being and peace of mind. The Standard has earned a reputation for quality products, expert resources, and superior service.

### **Merger endorsement**

Your plan documents, plan design, and benefits will not change as a result of this merger and there will be no interruption in benefits.

Save the enclosed merger endorsement with your current policy and certificate to keep those documents updated and accurate. No other terms of your policy, certificates, or agreement will change due to the merger and we will not issue new policies and certificates or agreements as a result of this merger.

You can expect the same great service from the same life and disability claims and service teams that you already know. See the enclosed ***Contacts List*** for phone numbers, email addresses, and mailing addresses to contact us.

### **Let your employees know about the change**

Please share our employee flier with your employees to let them know about the change to their life and/or disability coverage. You can download the flier at <https://www.standard.com/eforms/sny24721.pdf> and post it on your intranet site, email it to your employees, or print and distribute it.

### **One change - Resource Advisor services**

The Resource Advisor employee assistance program that's included with your life and/or disability plan changed on April 1, 2025. Services are now provided by our partner Carelon, a leader in the Employee Assistance Program (EAP) field with decades of experience serving more than 47 million people. See the enclosed ***Frequently Asked Questions and Important Information*** for detailed information about Resource Advisor.

### **We're here to support you**

Please read the enclosed ***Frequently Asked Questions and Important Information*** for detailed information on what will and will not change. Also see the updated Welcome Guide for an overview of plan administration:  
**<https://www.standard.com/eforms/sny24311.pdf>**

The enclosed **Contacts List** has phone numbers, email addresses, and mailing addresses to contact us.

### **Privacy Notice**

You'll also find your annual Privacy Notice enclosed.

### **We're here to support you**

We appreciate your continued confidence in us for your life and/or disability plan. If you have questions, call us at **866.551.0326**.

— Your Life and Disability team

Life and Disability products are underwritten by Anthem Life & Disability Insurance Company. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products in New York are offered by, and the sole responsibility of, The Standard Life Insurance Company of New York of 445 Hamilton Avenue, 11th floor, White Plains, New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.



# Life and Disability Plans

## Frequently Asked Questions and Important Information

### Overview

Anthem Life & Disability Insurance Company merged into The Standard Life Insurance Company of New York on May 1, 2025. Your group life and/or group disability policy and/or agreement are now provided by The Standard<sup>®</sup>.

Over the next few months, the company name and logo will be updated to reflect the merger but almost everything else will stay the same – including our dedication to our customers. Your employees will still have access to the same programs and services to help secure their family's financial future.

### Plan Administration

#### How will the merger affect the group policy and certificates or agreement?

- **Your current policy and certificates continue in force and are still valid:** We will not issue new policies and certificates with The Standard name and logo. The terms and conditions of your policy and certificates or agreement are not changing due to the merger. The Standard assumed all liabilities and obligations of Anthem Life & Disability Insurance Company under your policy.
- **Merger endorsement:** The merger endorsement keeps your current policy and certificates updated and accurate. Keep it with your policy and certificate.
- The merger endorsement legally changes all references in these documents to the new company name. Nothing else in your policy and certificates will change.

#### Will email and mailing addresses change?

In preparation for the merger, our email and mailing addresses changed in January 2025. Please use the enclosed Contacts List for the updated email and mailing addresses.

#### How can we let employees know about the merger?

Share our employee flier with your employees to let them know about the change to their life and/or disability plan. You can download the flier at <https://www.standard.com/eforms/sny24721.pdf> and post it on your intranet site, email it to your employees, or print and distribute it.

#### Are ACH Premium payments affected?

If you pay your monthly bill by ACH, you will need to change the account name to The Standard Life Insurance Company of New York. The routing number and account number will not change, only the account name will change.

## How can I find applications and forms?

You will access **standard.com** for your life and disability plan administration, claims, and forms instead of **anthemlife.com**. You will need to register for an account the first time you log on to **standard.com** if you haven't already done so.

- At **standard.com**, select **Log In**.
- Scroll down to **Create an account** and register.
- After registering and logging in, link the **Former Anthem Life Forms** app to your account.
- You can now access Anthem Life Forms to find and download the forms you need to administer your plan.

Also see the **Creating an Online Account flier** for step-by-step instructions on how to create and use an account at **standard.com**: <https://www.standard.com/eforms/24731.pdf>

## Online Portals

### Will Compassi online employer self-service change?

**Compassi Online Employer Self Service** functionality will not change.

- The company name references in Compassi will be updated to reflect the merger.
- In January, we sent registered Compassi users an email for the new portal URL. That email came from **no\_reply@standard.com** and contained a link to reset your password.
  - If you have not clicked the link in that email and reset your Compassi password, and you want to continue to use Compassi, please click that link now.
  - The link will take you to a screen that says **Please request a new link**. Choose **Try again** on that screen.
  - We will send you a new email with a link to sign into Compassi to reset your password. If you have any questions, contact us at **AL-AdminPortalSupp@standard.com** or 866.792.0065.
- If you do not currently use Compassi and want to register for access, contact us at **AL-AdminPortalSupp@standard.com** or 866.792.0065.

### Will Online Claims Submission change?

The **Online Claims Submission** functionality will not change.

- The company name references in Online Claims Submission will be updated to reflect the merger.
- The URL is [app.standard.com/benefits/employee/soc/](https://app.standard.com/benefits/employee/soc/)
- This URL launched on Jan. 21, 2025. If you have not visited Online Claims Submission since then, please be sure to visit the site and bookmark this URL.
- This site is not used for NY DBL PFL, and FMLA claims. Continue to use your current claims process for NY DBL PFL, and FMLA claims.

## Claims

### Will claims contacts change?

- The same claims teams will continue to service your life and/or disability plan.
- Email addresses and mailing addresses were updated in January 2025 and are not changing now. See the enclosed Contacts List for email and mailing addresses to use to contact us.
- You can access forms for your life and disability plan administration and claims at **standard.com**. See the information in the **Plan Administration** section for information on logging on for the first time.

### **Will Online Claims Submission change?**

The **Online Claims Submission** functionality will not change. The company name references in Online Claims Submission will be updated to reflect the merger. See the information about Online Claims Submission in the *Online Portals* section above for more details.

### **Will claims checks and Explanation of Benefits change?**

- Claims checks and Explanation of Benefits, or EOBs, will come from The Standard, and be updated to The Standard name and logo in the coming months. All information you need will still be included in EOBs.
- Claims payment and timelines will not be affected.
- You and your employees don't need to resubmit any claims. All open claims will move to The Standard.

## **Resource Advisor**

### **How will the Resource Advisor employee assistance program change?**

Services for the Resource Advisor employee assistance program (EAP) that's included in your plan are now provided by our partner Crelon. Crelon is a leader in the EAP field with decades of experience serving more than 47 million people.

- Resource Advisor includes the same great services your employees use today except for the Perks at Work discount program. Perks at Work was discontinued on April 1, 2025.
- The Resource Advisor phone number remains the same: **888.209.7840**
- The Resource Advisor website moved to a new URL: **Crelonwellbeing.com/resourceadvisor**
- You can find more information at **Crelonwellbeing.com/resourceadvisor**
- Please download the new Resource Advisor flier at **<https://www.standard.com/eforms/24393.pdf>** and share it with your employees so they can access the support they may need.

## **What will *not* change?**

### **Plan design will not change**

Your plan design and benefits will not change due to the merger. There will be no interruption in benefits as a result of this merger.

### **Your enrollment, billing, and claims teams will not change**

The same claims and service teams will continue to support you.

### **Electronic Data Interchange (EDI) file feeds will not change**

There are no changes to the EDI file feed process.

### **Reporting will not change**

There are no changes to the reporting process. The company name and logo in reports will be updated to reflect the merger.

Life and Disability products are underwritten by Anthem Life & Disability Insurance Company. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products in New York are offered by, and the sole responsibility of, The Standard Life Insurance Company of New York of 445 Hamilton Avenue, 11th floor, White Plains, New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.

## THE STANDARD LIFE INSURANCE COMPANY OF NEW YORK

445 Hamilton Avenue, 11<sup>th</sup> Floor  
White Plains, NY 10601  
(914) 989-4400

### MERGER ENDORSEMENT

Effective May 1, 2025, Anthem Life and Disability Insurance Company merged with and into The Standard Life Insurance Company of New York ("The Standard"). All references in your policy(ies) and/or certificate(s) to Anthem Life and Disability Insurance Company (or "Anthem Life") are hereby changed to The Standard Life Insurance Company of New York.

Your rights as a policyholder or certificate holder will not be affected by this merger. All other terms, conditions, and provisions of the policy and/or certificate(s) to which this endorsement is attached shall remain in full force and in effect. No other changes are made to the policy(ies) and/or certificate(s) other than this change in name. The Standard has assumed all liabilities and obligations of Anthem Life and Disability Insurance Company policyholders.

All correspondence and inquiries regarding premium payments, policy changes, complaints and notices of claims should continue to be sent to the address you are currently using unless you are notified of a change of address.

THE STANDARD LIFE INSURANCE COMPANY OF NEW YORK

By

A handwritten signature in black ink, appearing to read "David Miller", written over a horizontal line.

President and CEO

A handwritten signature in black ink, appearing to read "John Miller", written over a horizontal line.

Corporate Secretary

**IMPORTANT:** This endorsement should be attached to and is part of your insurance policy and/or certificate issued to you by Anthem Life and Disability Insurance Company.

# Contacts List



## Important contact information for your Life and Disability plans

Questions about...	Contact	Phone/fax/email	Address/hours of operation (M-F)
List Bill Billing, account inquiries, enrollment, member changes	List Bill Administration services	<b>Email:</b> <a href="mailto:AL-E&amp;BSupport@standard.com">AL-E&amp;BSupport@standard.com</a> <b>If you are located in CT, GA, ME, NH, NY, or VA:</b> Phone: 1-866-551-0326 Fax: 1-614-433-8302 <b>If you are located in IN, KY, MO, OH, or WI:</b> Phone: 1-866-551-0315 Fax: 1-614-433-8302 <b>If you are located in CA, CO, or NV:</b> Phone: 1-866-594-0516 Fax: 1-614-433-8302	<b>All states:</b> Group Administration Service Center P.O. Box 2753 Portland, OR 97208-9830  Hours: 8 a.m. to 8 p.m., EST
Self Bill Payment and account inquiries	Self Bill Administration services	Email: <a href="mailto:AL-SelfBillSupport@standard.com">AL-SelfBillSupport@standard.com</a>	Payment and account inquiries
List Bill Online premium payments	MyOnlineBill® administration team	Phone: 1-866-792-0065 Email: <a href="mailto:AL-AdminPortalSupp@standard.com">AL-AdminPortalSupp@standard.com</a>	Hours: 8 a.m. to 8 p.m., EST
List Bill Compassi Online employer self-service	Compassi help desk	Phone: 1-866-792-0065 Email: <a href="mailto:AL-AdminPortalSupp@standard.com">AL-AdminPortalSupp@standard.com</a>	Hours: 8 a.m. to 8 p.m., EST
Evidence of insurability (EOI)	EOI/Medical Evidence Underwriting team	Phone: 1-844-594-6183 Fax: 1-614-880-3529 Email: <a href="mailto:AL-MedicalUnderwriting@standard.com">AL-MedicalUnderwriting@standard.com</a>	Medical Evidence Underwriting P.O. Box 2753 Portland, OR 97208-9830 Hours: 8 a.m. to 8 p.m., EST
Life insurance claims	Life claims team	Phone: 1-800-552-2137 Fax: 1-877-305-3901 Email: <a href="mailto:AL-Claims@standard.com">AL-Claims@standard.com</a>	Life Claims Service Center P.O. Box 2717 Portland, OR 97208-9830 Hours: 8 a.m. to 8 p.m., EST
Disability insurance claims	Disability claims team	Phone: 1-800-232-0113 Fax: 1-800-850-0017 Email: <a href="mailto:AL-Claims@standard.com">AL-Claims@standard.com</a>	Disability Claims Service Center P.O. Box 2717 Portland, OR 97208-9830 Hours: 8 a.m. to 8 p.m., EST
Group life insurance conversion	Group Life conversion service team	Phone: 800-378-4668 Fax: 800-331-3397 Email: <a href="mailto:CBT@standard.com">CBT@standard.com</a>	Standard Insurance Company Attn: Continued Benefits 900 SW 5th Avenue Portland, OR 97204 Hours: 8 a.m. to 8 p.m., EST
Group life insurance portability	SelmanCo	Phone: 833-307-1510 Fax: 440-646-9339 Email: <a href="mailto:EnrollmentEmail@SelmanCo.com">EnrollmentEmail@SelmanCo.com</a>	SelmanCo Attn: The Standard ENROLLMENT PO Box 43361 Cleveland, OH 4414 Hours: 9 a.m. to 7 p.m., EST

EDI file feeds, EDI implementation	Electronic enrollment team	<a href="mailto:AL-ElectronicEnrollment@standard.com">AL-ElectronicEnrollment@standard.com</a>	EDI inquiries
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‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of 1100 SW Sixth Avenue, Portland, Oregon, in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of 445 Hamilton Avenue, 11th floor, White Plains, New York. Product features and availability vary by state and company, and are solely the responsibility of each subsidiary. Each company is solely responsible for its own financial condition. Standard Insurance Company is licensed to solicit insurance business in all states except New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.



# Privacy Notice



The privacy of your personal information is important to us. We are committed to maintaining and protecting its confidentiality. This notice describes how we collect, share and protect your information.

We use your information to provide and administer the products and services you have requested. We also use it for internal research and analysis including modeling and data analytics to improve our services and offerings. We want you to know that:

- We do not sell or rent the information we have about you to anyone.
- We do not share your information with outside companies for the purpose of selling their products or services to you.
- We only share information about you with others as the law permits or requires.

## Information We May Collect and From Whom

We collect your personal information to offer you insurance and financial products and services. The type of information we collect and the extent to which it is used depends on the products and services we provide to you. For example, we may obtain information such as:

- Your name, mailing and email address(es); date of birth, telephone number and Social Security number; your employment history and education; and your assets and income from applications and other forms from you, your employer and others
- Your policy coverage and claims
- Your premiums and payment history from your dealings with us
- Your credit and financial history from other insurance companies, insurance support organizations and consumer reporting agencies that you authorize
- Your medical history including records from medical providers and related entities, third party administrators, insurance support organizations and consumer reporting agencies that you authorize

## Information We May Disclose

We may share the types of information described above with others. These disclosures are only made as authorized by you, or as permitted or required by law. For example, disclosures may be made to:

- Agents or brokers who provide our products and services to you
- Service providers who perform business services or functions on our behalf or to serve you
- Employers and their representatives
- Reinsurers, other insurance companies and insurance support organizations for purposes related to insurance and services you may have or apply for
- Others who may have a joint marketing agreement with us, unless state law restricts such use
- Insurance departments or other legal authorities in connection with the regulation of our business or to comply with laws and regulations
- Law enforcement agencies to help prevent fraud or illegal activities
- Authorized persons in response to a subpoena, warrant or other court order
- Others in order to comply with auditing and reporting requirements
- Our affiliates who may provide insurance or financial products and services to you

When information about you is disclosed to others, we expect them to: (a) protect your information; and (b) use the information only for the limited purpose for which it was shared.

## Your Rights

We want to make sure that we have accurate information about you. In general, you have the right to review your personal information that we have. You must make your request in writing and provide us with: your full name, your address and your telephone number. If you believe information we have about you is not accurate, you may tell us; and you may inform us in writing of any changes you believe should be made. We will review your request and respond to it accordingly.

## Confidentiality and Security

We protect your personal information by:

- Training our employees to safeguard your information
- Restricting access to those employees who need it to provide products or services to you
- Using physical, electronic and procedural safeguards that protect your information from misuse
- Contractually requiring service providers to secure your information in accordance with state and federal laws

## Further Information

We may change our privacy policy at any time. We will provide a new notice if we make material changes to our privacy practices. To view the privacy notice online, visit <https://www.standard.com/about-standard/legal-privacy>. If your relationship with us ends, we will continue to limit disclosures of your information in accordance with our privacy policy.

## The notice applies to:

StanCorp Financial Group, Inc.  
Standard Insurance Company  
StanCorp Investment Advisers, Inc.  
Standard Retirement Services, Inc.  
The Standard Life Insurance Company of New York  
StanCorp Mortgage Investors, LLC  
StanCorp Real Estate, LLC  
Standard Management, Inc.  
StanCorp Equities, Inc.

## Please direct inquiries to:

Privacy Notice (C22)  
PO Box 711  
Portland, OR 97207-0711

To get more information about StanCorp Financial Group, Inc. and its subsidiaries visit [www.standard.com](http://www.standard.com).