

Frequently Asked Questions About Filing For Life Insurance Benefits

The following questions and answers will help provide information regarding how a beneficiary can apply for benefits under the Group Life insurance coverage with Standard Insurance Company.

How Is A Claim For Life Insurance Benefits Initiated?

The easiest way to file a Group Life insurance claim is to contact the group policyholder. This is generally the employer or association where the coverage was offered. They will be able to provide the beneficiary with the information needed to ensure the claim is processed quickly and accurately.

Employer name: **The California State University**

Group Basic Life Policy number: **603267**

Group Voluntary Life Policy number: **101770**

A typical application for Life benefits contains the following documents:

- Proof of Death Claim Form
- Beneficiary Statement(s)
- Photocopy of the death certificate
- Copies of all enrollment forms and change of beneficiary cards
- Photocopies of newspaper clippings, police or accident reports and other information available regarding the accident for Accidental Death and Dismemberment and seat belt claims

How Long Does It Normally Take To Make A Claim Decision?

In general, once The Standard receives all required forms and 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 800.628.8600. If you are looking for general information, please contact the dedicated CSU representative for The Standard at 800.378.5745 or via email at CSUBenefits@standard.com.