



# Two-Way Texting: Answers on the Go

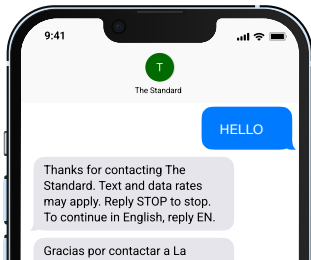
**Need answers fast? Now employers and employees can text a live customer service representative.** They can ask

questions about claims, evidence of insurability applications or policy administration questions — any time. They can even give notice of a childbirth or surgery. No app required!

## Text-Enabled Products and Services

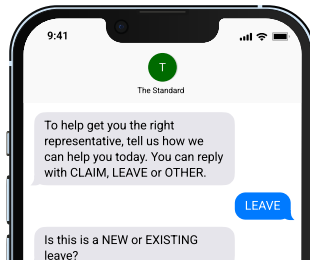
- Absence Management and Paid Family Medical Leave
- Disability insurance
- Life and Accidental Death and Dismemberment insurance
- Supplemental — including Accident, Critical Illness/<sup>1</sup> Specified Disease<sup>1</sup> and Hospital Indemnity insurance and Health Maintenance Screening Benefit
- Continued benefits
- Medical underwriting
- Policy administration

## Here's how it works:<sup>2</sup>



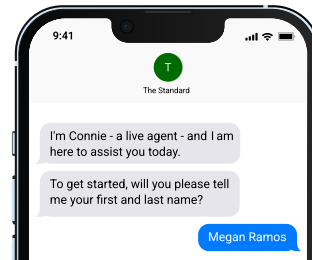
### Step 1

Text HELLO to The Standard.<sup>‡</sup>



### Step 2

You will be asked to confirm your preferences and personal information.



### Step 3

You will be connected with a live customer service representative ready to answer questions.

The Standard values your privacy. If a question is too complicated for texting or requires personal information, our customer service representative will offer a phone call to continue the conversation at the earliest convenience.

To learn more about two-way texting, chat with your sales and service representative today.

Standard Insurance Company | The Standard Life Insurance Company of New York | [standard.com](https://www.standard.com)

<sup>1</sup> Critical Illness is called Specified Disease in the states of New York and Vermont.

<sup>2</sup> User experience and capabilities may appear difference based on improvements over time.

<sup>‡</sup> 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 of 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.