

Who to Contact at The Standard



Unless otherwise noted, please call 800.247.6888 (800.378.6057 in New York), option 2, or fax 800.378.4574.

| Service Need | Form | Contact |
|--|---|--|
| Address Changes, Client | Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY) | dichanges@standard.com |
| Agent of Record Changes | Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY) | Agent must be licensed in issue state. Email or fax completed form to dichanges@standard.com. |
| Beneficiary Changes | Survivor Benefits Payment Designation (for use in New York) | dichanges@standard.com |
| Billing, Late Premium Questions & Modal Changes | | dibilling@standard.com Fax 800.378.2407 |
| Cancellations | Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY) | dichanges@standard.com |
| Claims: Initiating an IDI Claim | | Contact 800.628.9797 or idiassistance@standard.com to start a claim. See How to File a Claim |
| Collateral Assignments | Collateral Assignment of Disability Income Policy (for use in New York) | dichanges@standard.com |
| Duplicate Policy Request | | Provide client name, policy # and address. Call or fax your request, or email request to dichanges@standard.com. |
| EFT Bank Changes | EFT Form (for use in New York) | dichanges@standard.com Fax 800.378.2407 |
| Increase Options FPO BIR | Increase Applications | Use app for original app state. Submit app and income documentation to dichanges@standard.com. For status updates, contact your in force case manager. |
| Name Changes | Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY) | dichanges@standard.com |
| Policy Changes Non-Underwritten (e.g., Reductions in coverage) | Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY) | dichanges@standard.com |

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| Policy Changes Underwritten (e.g., IDI reconsiderations) | Service Forms , Choose state-specific Reinstatement or Policy Change Packet | dichanges@standard.com |
| Premium Payments | | |
| Mailing address, overnight express | | Standard Insurance Company 1100 SW Sixth Ave. Portland, OR 97204 |
| Mailing address, regular mail | | Initial Premiums: Standard Insurance Company 1100 SW Sixth Ave. Portland, OR 97204 Recurring Premiums: Standard Insurance Company PO Box 3357 Portland, OR 97208-3357 <i>For New York:</i> The Standard Life Insurance Company of New York PO Box 4467 Portland, OR 97208 |
| Mode (premium freq.) changes | Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY) | dibilling@standard.com |
| Reinstatements | Service Forms , Choose state-specific Reinstatement or Policy Change Packet | dichanges@standard.com |
| DocFast | | Your case manager for general questions. For login issues, contact DocFast support at 800.641.6557, option 3. |
| Electronic Signatures | | See The Standard's Electronic Signature Program or the Administrative Guide for options. Your case manager for general questions. |
| Pre-Application Inquiries | | diunderwriting@standard.com |
| Discount Questions | | Your new business case manager |
| New Business Applications | | |
| TeleApp and traditional | New Business Forms | Email app to diapplications@standard.com. For status updates, contact your case manager. |
| The Standard's eApp | | Login at standard.com . Producers should contact their General Agent for access. For provisioning and training, contact your sales consultant. |
| Producer Contracting/Commissions | | 800.766.9737 or producercontracts@standard.com |
| Quote Support | | |
| New business | | getinfo@standard.com (dihelp@standard.com for Securian) |
| Increase options | | dichanges@standard.com |
| Illustration Software | | Log in at standard.com . Producers should contact their General Agent to discuss access. For technical or account setup support, contact your sales consultant. |
| Delivery Requirements | | |
| New business | | Your new business case manager |
| Increase options | | Your in force case manager |
| Change request/gap reinstatement endorsement | | Your in force case manager |