

TERM LIFE INSURANCE

Customer Service 800-325-5757 ext. 0283

Website: <http://www3.standard.com/net/public/Individuals>

FAQ's



Q. When would my insurance go into effect?

A. If you elect coverage for the 10/01/09-12/31/09 Plan Year, your coverage will go into effect on 10/01/09. In this case your deductions will begin with your September paycheck. If you wait to elect coverage until the 01/01/10-12/31/10 Plan Year, you will be considered a late entrant and be subject to Medical Underwriting and your benefits will go into effect once coverage has been approved by the Standard. Payroll deductions will not begin until coverage has been approved. It is strongly recommended that if you need coverage, you enroll 10/1/09.

Q. What is the active work requirement?

A. *Active work* means performing with reasonable continuity the *material duties* of your *own occupation* at your *employer's* usual place of business. You must be capable of *active work* on the day before the scheduled effective date of your insurance or your insurance will not become effective as scheduled.

Q. Will I have to provide information regarding my medical history?

A. If you elect coverage for the 10/01/09-12/31/09 Plan Year, you will not have to undergo Medical Underwriting and coverage will not be declined. If you do not elect coverage until the 01/01/10-12/31/10 Plan Year, you will be subject to Medical Underwriting and possible declination and your benefits will go into effect once coverage has been approved by the Standard.

Q. How are benefits paid?

A. The Standard's goal is to make the claims experience as easy as possible and to pay benefits to entitled individuals in a timely, accurate and sensitive manner. Depending upon the approved claim amount, The Standard may either issue a check to your designated *beneficiary* as a lump-sum payment or deposit the funds into a Standard Secure Access account. With Standard Secure Access – a convenient, no-fee, interest-bearing draft account – each *beneficiary* receives a personalized checkbook and has complete control of the account. *Beneficiaries* can write checks as needed or for the full amount. This arrangement allows *beneficiaries* to earn competitive interest rates on their benefits while they take the time to consider financial decisions and evaluate their choices.

Q. Will insurance benefits be reduced as I grow older?

A. Beginning at the age of 65, Additional Life insurance benefits are reduced to a percentage of the scheduled amount. Please refer to page 31 for the age reduction schedule.

Q. What happens if I become totally disabled and can't work?

A. If you become *totally disabled* while you are insured, insurance may be continued without premium. Refer to the Coverage Highlights for additional information.

Q. What happens if I become terminally ill?

A. Under the *Accelerated Benefit* provision, you may be eligible to receive up to 75 percent, a maximum of \$500,000, of your combined Basic Group Life and Additional Life insurance coverage if you become terminally ill, have a life expectancy of less than 12 months, and meet other eligibility requirements. This benefit allows you to use the proceeds as you desire – whether to cover medical expenses or to maintain your quality of life. The amount paid under the *Accelerated Benefit* provision including an interest charge would reduce the amount of basic Group Life and Additional Life insurance payable upon your death. However, to help protect your beneficiaries, The Standard would pay at least 10 percent of the original basic Group Life and Additional Life coverage amount at that time.

Q. If my Additional Life insurance ends or reduces, may I convert to an individual policy?

A. You may be able to convert the terminated coverage to an individual life insurance policy without providing *evidence of insurability*.