



Streamline the management of your account with our administration services available at ColonialLife.com.

My Account Administration

Conduct the following business through the plan administrator section of our website:

- **Deduction file submission** – Submit your payroll deduction file online, and we'll do the rest. This will help you save time, achieve greater bill accuracy and receive quicker application of your premiums.
- **Online bill and payment** – View, print and download your open and settled bills from the past 12 months. Pay your bills through an agreement we have with SameDayPay online payment services.
- **Employee administration** – Search and view employee information, such as policy status, coverage effective dates and policy/coverage types. You can also submit any necessary changes.

Professional, personal service

While we offer the speed and convenience of our online services, we understand that sometimes there's no substitute for a personal conversation.

Experienced specialists are available to help you between 8 a.m. and 7 p.m. ET, Monday through Friday.

Contact 1-800-256-7004, or email MyAccountAdministration@ColonialLife.com.

HRAnswersNow®

As a member of our website, you receive access to HRAnswersNow, an online resource designed by HR professionals and managed by Wolters Kluwer, a market-leading global information provider. Here you will find industry knowledge, sample policies and expert advice on a variety of topics, including:

- Health care reform and its impact on you.
- Simple explanations of state and federal employment laws.
- Occupational safety and health regulations.

Policyholder services

Manage the claims process and more through the policyholder section of our website:

- File health and wellness screening claims.
- Check claim status.
- Download claim forms and view policy information.