

**To: State of North Carolina Government Agencies and Employees**

**Re: Colonial Life's Covid-19 Response**

Colonial Life is proud of our 65+ year history providing valuable insurance products and services to employees of the State of North Carolina. We continue to be positioned with resources and flexibility to provide claims, billing and enrollment services in the current environment.

**We are excited to announce enhancements to the way that we communicate and enroll benefits. In light of the rapid changes surrounding COVID-19, we have reallocated our resources to our call center and remote enrollment platforms.**

We have dedicated, well-trained professional staff available to continue to provide service that is

### **Simple, Personal and Modern.**

- If you need to file a claim for one of your Colonial Life policies, we're ready to help. We make filing claims fast and easy through our website. If you're not a member, register here at [ColonialLife.com](http://ColonialLife.com). Add your bank information for direct deposit under My Profile.
- Our team of experienced benefits counselors are available to speak with employees over the phone and offer either telephonic enrollment or co-browsing (virtual benefits counseling via computer).
- Web-based digital postcards and schedulers have been implemented to minimize wait times and confusion; employees can reserve a time to speak with a benefits counselor and complete their enrollment.
- If you or your employees have questions about claims, enrollment or premiums, we are available by email at [ncgov@coloniallifesales.com](mailto:ncgov@coloniallifesales.com) or by phone, toll free at 888-732-6248.

**We have a proven track record and earned a strong, positive reputation. Some notable facts about who we are and the work we have done:**

- Our team of 25+ dedicated benefits counselors have an average of 18.64 years tenure with Colonial Life.
- Colonial Life has policies in state agencies representing a combined 65,000 of your fellow workers.
- We are trained on both voluntary products as well as your core benefits provided by the State to assist employees with decisions on which voluntary products may be needed to fit their individual family needs.

**We're here for you and your employees during this challenging time. We welcome the opportunity to serve you.**

Reach us by email at [ncgov@coloniallifesales.com](mailto:ncgov@coloniallifesales.com) or by phone, toll free at 888-732-6248.

**Thank you!**

**Your Colonial Life state government service team**



**NORTH CAROLINA**



**Colonial Life**

[ColonialLife.com](http://ColonialLife.com)