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| **Customer Care**   * Billing & premium questions * Conversion Information * Claim Inquiries * Evidence of Insurability status * Order booklets, forms, 5500 info | Inquiries can be answered 24/7 on our website: [www.RelianceStandard.com](http://www.RelianceStandard.com)  or through our automated Customer Care system by calling:  **(800) 351-7500**  Customer Care Representatives are available at that toll-free number weekdays from 8:00 AM - 7:00 PM Eastern Time.  You may also email us at: [customer.service@rsli.com](mailto:customer.service@rsli.com)  **Evidence of Insurability Applications** to: [EOIapplications@rsli.com](mailto:EOIapplications@rsli.com) |
| **Premium Remittance Address** | ***Regular Premium Payments:* *Overnight Premium Payments:***  Reliance Standard Life Reliance Standard Life  PO Box 3124 c/o Processing Center  Southeastern PA 19398-3124 1085 Andrew Drive – Suite F  West Chester PA 19380 |
| **Claim Submissions**  **NEW!  Online Submissions**  [www.RelianceStandard.com](http://www.RelianceStandard.com) | **Life Claims**  Email to: [Lifeclaimsscan@rsli.com](mailto:Lifeclaimsscan@rsli.com)  **Voluntary Critical Illness and Accident *(including Wellness Claims)***  Email to: [VoluntaryClaims@rsli.com](mailto:VoluntaryClaims@rsli.com)  **Disability Claims**  Email to: [claimsintake@rsli.com](mailto:claimsintake@rsli.com)  Email updates to already submitted claims to: [docmanagementfaxes@rsli.com](mailto:docmanagementfaxes@rsli.com) |
| **Dental & Vision**   * Enrollment changes * Billing & Premium Questions * Order ID cards * Plan information | **Customer Service**: (800) 497-7044  Email: [adminserv@employeebenefitservice.com](mailto:adminserv@employeebenefitservice.com)  ***Regular Premium Payments****:* ***Overnight Premium Payments:***  Reliance Standard Life Reliance Standard Life  PO Box 650804, Dallas, TX 75265-0804 Lockbox 650804 ***Claims to*** 1501 N. Plano Rd., Suite 100*:*  RSL Group Claims Richardson, TX 75081 P O Box 82520, Lincoln NE 68501 |
| **Account Management**  **100-499 Lives** | **Regional Client Manager Manager, Regional Service**  Shanelle Pinder Heather Scott  Direct: (248) 662-1234 Direct: (214) 432-1318  Cell: (860) 913-3532 [heather.scott@rsli.com](mailto:heather.scott@rsli.com)  [shanelle.pinder@rsli.com](mailto:shanelle.pinder@rsli.com) |

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