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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**Evidence of Insurability Applications** to: EOIapplications@rsli.com |
| **Premium Remittance Address**  | ***Regular Premium Payments:* *Overnight Premium Payments:***Reliance Standard Life Reliance Standard Life PO Box 3124 c/o Processing CenterSoutheastern 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**Voluntary Critical Illness and Accident *(including Wellness Claims)***Email to: VoluntaryClaims@rsli.com**Disability Claims**Email to: claimsintake@rsli.comEmail updates to already submitted claims to: docmanagementfaxes@rsli.com |
| **Dental & Vision** * Enrollment changes
* Billing & Premium Questions
* Order ID cards
* Plan information
 | **Customer Service**: (800) 497-7044Email: adminserv@employeebenefitservice.com***Regular Premium Payments****:* ***Overnight Premium Payments:***Reliance Standard Life Reliance Standard LifePO Box 650804, Dallas, TX 75265-0804 Lockbox 650804***Claims to*** 1501 N. Plano Rd., Suite 100*:* RSL Group Claims Richardson, TX 75081P O Box 82520, Lincoln NE 68501 |
| **Account Management****100-499 Lives** | **Regional Client Manager Manager, Regional Service** Shanelle Pinder Heather ScottDirect: (248) 662-1234 Direct: (214) 432-1318Cell: (860) 913-3532 heather.scott@rsli.comshanelle.pinder@rsli.com  |

**Reliance Standard Life Insurance Company** | 39555 Orchard Hill Place, Suite 400 | Novi, MI 48375