

# Service Contacts

## Administrative contact information

<b>Dental &amp; Vision Claims</b> Principal Financial Group® PO Box 10357 Des Moines, IA 50306-0357 Phone: 800-247-4695 Fax: 866-301-1502	<b>Life &amp; Disability Critical Illness &amp; Accident Claims</b> Principal® 711 High Street Des Moines, IA 50392-0002 Phone: 800-245-1522 Fax: 800-255-6609 <a href="mailto:SBDCLAIMS@principal.com">SBDCLAIMS@principal.com</a>	<b>Administrative &amp; Customer Service</b> Billing, Enrollment, Eligibility, ID Cards, etc. Phone: 800-843-1371 <a href="mailto:GroupBenefitsAdmin@principal.com">GroupBenefitsAdmin@principal.com</a>
<b>Life Conversion</b> Phone: 800-843-1371 (Ext. 76398)	<b>Principal Tax ID</b> 42-0127290	<b>Overnight Premium Payment</b> Lockbox Services – #10333 Principal Life Insurance Company 1801 Parkview Dr. 1st Floor Shoreview, MN 55126
<b>Voluntary Life Portability</b> Phone: 800-986-3343 (Option 3, Ext. 79994)	<b>Manage Your Benefits Online with eService</b> Fast, secure, and convenient. Administer your employee benefits and access billing and payment information.	<b>eService Support</b> For login/password & site tour Employer: 800-843-1371 Broker: 800-554-3395
<b>Disability Tax Team</b> Phone: 866-309-1625	<b>Broker Compensation &amp; Licensing Assistance</b> Phone: 800-388-4793 <a href="mailto:Commissions.Group@principal.com">Commissions.Group@principal.com</a>	<b>Spanish Hotline</b> Phone: 800-243-1404



## Items to remember

### Enrollment Form

Newly eligible employees can be enrolled electronically via eService or enrollment forms.

### Change Form

Currently enrolled employees who are making a change to their existing coverage should complete a change form rather than an enrollment form.

### Evidence of Insurability (EOI)

Applies to Life, Disability, and Critical Illness; please complete for any members electing over the guarantee issue amount or for late enrollees.

**Managing your company's benefits online is easy, convenient, and secure with eService.** You can manage enrollments, claims, billing, and more. View this [flyer](#) for more on what you can do with eService and get started today. Call **800-843-1371** (Employer) or **800-554-3395** (Broker) for other general inquiries or assistance.

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GP62194N | 09/2023 | 3093360-092023 | © 2023 Principal Financial Services, Inc.