



# Survey Says...

We're leading the industry  
in several ways

## JHA Disability Broker Study<sup>1</sup>

**Significantly higher than average in overall experience** with the carrier.

**Significantly above the industry average for timeliness** of proposal submissions.

**Above industry average** Net Promoter Score™, a widely accepted measure of satisfaction and loyalty.<sup>2</sup>

## Celent Model Carrier

Celent honored us as a Model Carrier for the establishment of an **online claims management system** that enables us to **better serve claimants**.<sup>3</sup>

## “Center of Excellence”

Our Dental Claims Center was recognized as a **“Center of Excellence”** by the Purdue University Center for Customer-Driven Quality in partnership with BenchmarkPortal.<sup>4</sup>

This award goes to the **top 10 percent** of 20,000 call centers studied through measurements of efficiency and effectiveness.

## LIMRA Plan Administrator Satisfaction Study<sup>5</sup>

Plan administrators with our group and voluntary policies are highly satisfied with their coverage.

**Among True Group Carriers, we ranked #1:**

- in overall satisfaction with the carrier\*
- in **providing service that exceeds expectations\***
- in being **easy to do business with\***
- in the percentage of policyholders likely to consider a proposal for additional coverage with us
- in the percentage of policyholders willing to recommend us\*

**Among Voluntary/Worksite Carriers, we ranked #1:**

- in the percentage of policyholders with greater interest in obtaining a proposal from us for additional coverage

<sup>1</sup>JHA Disability Brokers Study was conducted spring 2009. More than 1,800 brokers nationwide participated in the study.

<sup>2</sup>Net Promoter is a registered trademark of Fred Reichheld, Bain & Company and Satmetrix.

<sup>3</sup>Recognized in 2008.

<sup>4</sup>Recognized in 2006.

<sup>5</sup>LIMRA Plan Administrator Satisfaction Study was conducted Spring/Summer 2009. At least 300 plan administrators nationwide participated in the study for each sponsoring carrier.

\*Tied with another carrier

Assurant Employee Benefits is the brand name for insurance products underwritten by Union Security Insurance Company and for prepaid dental products provided by affiliated prepaid dental companies. In New York, insurance products are underwritten by and prepaid dental products are provided by Union Security Life Insurance Company of New York which is licensed in NY and has its principal place of business in Syracuse, NY. Plans contain limitations, exclusions, and restrictions. Contact us for more information.