



News Advisory

For Immediate Release

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Assurant Employee Benefits creates customer advocacy division to enhance customer experience and service delivery

Kansas City, Mo. (April 9, 2009) – Assurant Employee Benefits has merged its new case installation and customer service operations to create a customer advocacy division with responsibility for all non-claims service activities.

The realignment provides a single point of accountability, with teams focused on providing an outstanding customer experience from the sale of a case on through the life of the case. The teams are organized by group sales office to most effectively enable and support the sale of Assurant Employee Benefits' products.

"Realigning staff as we have has provided an opportunity for us to build a differentiated service model," said Joi Tillman, vice president – customer advocacy at Assurant Employee Benefits. "The case installation process creates our customers' first impression of Assurant Employee Benefits as an organization. Merging our issue underwriting and customer service professionals into a single division allows for a smoother process and makes it easier for our customers to do business with us on an ongoing basis."

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About Assurant Employee Benefits

Assurant Employee Benefits specializes in quality employee benefits and services, including long-term and short-term disability, life and accidental death and dismemberment insurance, dental coverage, and disability reinsurance management services. Assurant Employee Benefits also offers voluntary (employee-paid) disability, life and dental plans. Products and services marketed by Assurant Employee Benefits are underwritten or provided by Union Security Insurance Company or an affiliated prepaid dental company. In New York, products and services are marketed by Assurant Employee Benefits and underwritten by Union Security Life Insurance Company of New York, which is licensed in New York and has its principal place of business in Syracuse, New York. Plans contain limitations, exclusions and restrictions. Assurant Employee Benefits can discontinue the product with advance written notice to the policyholder.