

For Immediate Release

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## Assurant Employee Benefits focuses on service advantages during Customer Service Week

**KANSAS CITY, Mo.,** (October 5, 2009) – October 5 through 9 is Customer Service Week, a national event proclaimed by Congress to recognize the importance of customer service and honor the people who serve and support customers with the highest degree of care and professionalism. During this week of celebration, Assurant Employee Benefits, a national provider of group employee benefits including disability, life and dental coverage, is proud to note its many service advantages that help distinguish the company in the industry.

At Assurant Employee Benefits, all non-claims related customer service functions are provided by a single team within the company's Customer Advocacy department, so there's never a question about where to go for help. In addition, each Customer Advocacy team is aligned geographically to provide service and installation experts who understand the intricate details of particular markets, including state specific regulations. Other service advantages that benefit customers include:

- Experienced staff – Customer Advocacy team members have an average service tenure of 11 years and deep product and system knowledge developed from years of professional experience.
- Teams that handle all products – Dedicated team members support both employer-paid and employee-paid coverages.
- Quick call response – Customer phone calls are routed directly to dedicated service teams and answered within 10 seconds. When all lines are busy, calls are automatically routed to a qualified service associate on another team.
- E-commerce abilities – A dedicated e-commerce team works with brokers, employers, payroll vendors and benefit management companies to establish electronic data exchange for administration of any size policy and any coverage.

With these advantages in place, team members at Assurant Employee Benefits are able to more effectively advocate for customers while building successful business relationships. The result is a win for everyone.

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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 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 and prepaid products are provided 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. Please contact us for information.*