

For Immediate Release

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## Assurant Employee Benefits earns high marks in disability claimant satisfaction

**Kansas City, Mo.,** (March 25, 2010) – Assurant Employee Benefits’ focus on customer service is paying off, as Assurant received a majority of “Very Satisfied” and “Satisfied” ratings for several key attributes in a recent independent study of disability claimants.

In a 4<sup>th</sup> quarter 2009 study conducted by JHA, a leader in disability reinsurance, consulting and research, a significantly higher percentage of claimants expressed satisfaction with Assurant Employee Benefits in terms of keeping them informed about the status of a claim and the timeliness of receiving ongoing payments, as compared to the industry.

In addition, claimant satisfaction was higher than the industry for ease of reaching a claims representative.

Among short-term disability claimants, satisfaction with Assurant Employee Benefits was significantly higher than industry results for seven out of 23 attributes, including timeliness of claim approval and ease of claims process.

Among long-term disability claimants, Assurant Employee Benefits significantly outperformed the industry in 19 out of 24 attributes tested, including ease of completing a claim form and frequency of providing updated claim documentation.

“At Assurant Employee Benefits, our claimants come first. We know they have a lot to worry about, and being able to get the information they need shouldn’t be one of them,” said Sheryle Ohme, senior vice president of claims operations. “We are committed to providing exceptional service and continue to focus on how we can best communicate with our customers to ensure their needs are met.”

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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 an affiliated prepaid dental company. 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.*

*Assurant Employee Benefits is a part of Assurant, a premier provider of specialized insurance products and related services in North America and select worldwide markets. Its four key businesses -- Assurant Solutions, Assurant Specialty Property, Assurant Health, and Assurant Employee Benefits -- partner with clients who are leaders in their industries and have built leadership positions in a number of specialty insurance market segments worldwide.*

*Assurant, a Fortune 500 company and a member of the S&P 500, is traded on the New York Stock Exchange under the symbol AIZ. Assurant has more than \$25 billion in assets and \$8 billion in annual revenue. [www.assurant.com](http://www.assurant.com)*