



ASSURANT
Employee
Benefits®

Assurant. On your terms.™

Assurant Works

What makes Assurant
Employee Benefits' customer
advocacy strategy unique?

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, insurance products are 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.

Lots of companies tout great customer service these days. In the insurance business, we hear this often. So what makes Assurant Employee Benefits' customer advocacy strategy unique?

Assurant Works sets us apart from the competition.

Ask yourself these questions:

Would you like access to a single, dedicated team for your customer service needs?

We thought so.

Many companies take you through a big, impersonal call center. Or worse, an endless loop of automated voice prompts.



At Assurant Employee Benefits, the touch of a button takes you to a real, live member of *your* dedicated customer service team.

That way you'll get to know the team of professionals handling your account, and they'll get to know you. This close, personal interaction translates into familiarity, accountability and great customer service.

Would you like us to utilize sophisticated technology to capture your information and service requests electronically?

We thought so.

Where did I place that file? Can you re-send that to me? These are common questions at some businesses, but not at Assurant Employee Benefits.

We've developed a work management system that allows our customer service professionals to capture, monitor and expedite your service requests electronically. Immediate access to your requests and service history means consistent customer service for you.

Would you like a powerful online management tool that lets you manage your employee benefit program at your convenience with the click of a mouse?

We thought so.

As business people, we know that time is money. With our online tool, you save time because you are in control.

Online Advantage allows you to view your employee census and perform numerous administrative activities such as employee enrollments, certificate changes and terminations, plus view bills as far back as six months. We'll even send you a reminder five days in advance of bill production so you can make last-minute census changes.

Our 24/7 online service stands for quick, accurate and convenient customer service.

Would you like proactive customer support through local employee benefit advisors?

We thought so.

Solid, responsive customer service is only part of the equation.

We believe that truly great customer service must also include a proactive component. Local employee benefit advisors are available to monitor your account to ensure that your insurance program is running smoothly. Our goal is to make sure that you're getting the most from your insurance dollar. This proactive element rounds out our customer service offering.



At Assurant Employee Benefits, we want to make it possible for people to think about things other than insurance. The superior level of customer support we deliver coupled with our customizable employee benefits solutions, helps us meet your needs. Remember Assurant Works – our answer to your questions.

Customer reaction

“I just wanted to send you a note regarding the phone call I received this afternoon. That very action of ‘following up with a customer’ is a dying art. I applaud you for your team and the quality care you take with your customers.”

“Your website is the most user-friendly one yet, and I appreciate the time and consideration that was put into it. This sure beats paperwork!”

“I LOVE your online service! It is the easiest system to use—whoever designed it is brilliant, and I can’t tell you how much I appreciate its simplicity.”

Need more information?

Contact your broker or local Assurant Employee Benefits sales office, or visit our website at www.assurantemployeebenefits.com.

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