

## **FREQUENTLY ASKED QUESTIONS**

### **Where should I send my payment?**

**Before May 1, 2020...**Please send your payments to:  
Colonial Life Insurance Company of Texas  
P.O. Box 2988  
Ft. Worth, TX 76113

**After May 1, 2020...**Please send your payments to:  
Unified Life Insurance Company  
P.O. Box 25915  
Overland Park, KS 66225-5326

### **Where do I send my claims?**

**Before May 1, 2020...**Please continue to send your claims to Colonial Life.

**After May 1, 2020...**Please send all claims to:  
Unified Life Insurance Company  
P. O. Box 25326  
Overland Park, KS 66225-5326

### **Will my benefits change?**

There will be no changes to your benefits or coverage with this change.

### **Where am I getting my bill from?**

**Before May 1, 2020...**You will receive your bill from Colonial Life Insurance Company of Texas in Ft. Worth, TX. This would be through May 1, 2020.

**After May 1, 2020...** You will receive your bill from Unified Life Insurance Company in Overland Park, Kansas.

### **Why is the address changing?/ Is this still Colonial Life?**

Your policy has been assumed by Unified Life Insurance Company. Unified insures over 200,000 individuals from coast to coast from our home office in suburban Kansas City. You will have available to you the same accessibility and courteous, caring service that has been available to you in the past.

### **What is happening on May 1, 2020?**

Your policy will be assumed as of October 1, 2019.

### **What is an Assumption?**

When a policy is assumed it has been transferred to another company. Your policy was transferred from Colonial Life Insurance Company to Unified Life insurance Company as of October 1, 2019. All of the policy terms and benefits remain the same as before, but Unified Life is now your insurer.

## **Why are they changing offices for my policy?/ Why is another company involved?**

Your policy was assumed by Unified Life Insurance Company effective October 1, 2019. Unified insures over 200,000 individuals from coast to coast from our home office in suburban Kansas City. You will have available to you the same accessibility and courteous, caring service that has been available to you in the past.

## **Who is Unified Life?**

Unified Life Insurance Company insures over 200,000 individuals from coast to coast from our home office in suburban Kansas City. The staff of Unified Life has been providing service and protection to life and health policyholders since 1986 and we are pleased and proud to be able to serve you. We specialize in administering health insurance business similar to your policy.

## **What is your AM Best Rating?**

Our AM Best rating is B++ which is considered to be a "Good" rating by AM Best.