

## Online billing

Easily manage your account by logging in to the plan administrator section of ColonialLife.com. You can pay your bills through an agreement we have with SameDayPay online payment services.

### Reconcile your bill

We can reconcile your bill for you through deduction file submission. Upload your electronic payroll file or the Excel bill with any premium changes using our secure server.

- Select Secure File Transfer, Send File, Home Office, then Deduction File.
- Select your company's name and Next, then add/upload your saved file and submit.
- Upload your electronic payroll file or the Excel bill with any premium changes. Only submit payment for employees who had a deduction.

This will help you save time, achieve greater bill accuracy and receive quicker application of your premiums.

### Submit employee changes

You can submit the following changes under Employee Administration:

- Cancel a policy
- Report a leave of absence
- Reinstatement employee coverage
- Change employee information
- Change a policy to pre-tax or post-tax
- Relocate a person to a different bill or section

### Deduction change report

This report provides updates of discrepancies between your Colonial Life bill and your payroll file, including policies with premium differences, nonpayment, employee cancellations and rate changes. If you receive paperless billing, we email you when a report is available.

- Log in to ColonialLife.com and click on My Correspondence.
- Use the Employee Administration option to submit any changes.

### Past due notice

- Under My Correspondence, you'll receive a notice at 30-, 45- and 90-day intervals.
- Letters do not go out to your employees unless the account has lapsed after 90 days of nonpayment, in which case claims may be delayed, and premium may be deducted from claim payments.

## Paper bills

Mail us your payment with your paper bill and include your billing control number.

### Reconcile your bill

Please check the box on the front page of the bill and mark the necessary changes. Send these changes to us via fax or mail along with your payment.

### Cancel a policy or report a leave of absence

- Mark through the employee's name on the paper bill and include the termination or leave of absence date.
- Subtract the amount of the canceled policy from the total bill.
- Fax or mail your changes.

### Reinstatement employee coverage

- Write the employee's name, policy number and the amount at the end of the bill. Include this amount in your total remittance.
- If you canceled in error or with the wrong termination date, add an explanation and the employee's name and amount to your next bill. Include the payment for any missed deduction.
- Fax or mail your changes.

### Change employee information, including policy tax status

- Add a comment on your paper bill next to the employee's name or policy.
- Fax or mail your changes.

### Relocate a person to a different bill or section

- Write the employee's name, policy number and the amount at the end of the new bill.
- Subtract the employee's deduction from the old account and pay for him or her on the new bill.
- When changing section numbers, write the new section number next to the employee's name.

### Deduction change report

This report provides updates of discrepancies between your Colonial Life bill and your payroll file, including policies with premium differences, nonpayment, employee cancellations and rate changes.

- Once we mail this report to you, please review it before paying your next bill.
- If the report has any comments you'd like to notify us about, you can fax or mail us.

### Past due notice

- We mail the past due notice to you at 30-, 45- and 90-day intervals.
- Letters do not go out to your employees unless the account has lapsed for nonpayment, in which case claims may be delayed, and premium may be deducted from claims.

# Additional billing information

## Request a refund

- It's important to reconcile your invoice each time for changes that occur during payroll cycles.
- If you fail to reconcile your invoice and remit too much premium, you can request a refund.
- You may request a refund of up to one month by subtracting it on the next reconciled invoice.
- We mail pre-tax policy refunds to the employer for handling. We mail post-tax policy refunds directly to the employee.

## Tax reports

- Log in to ColonialLife.com and click on Reports to access your W-2 Reporting. W-2s cannot be mailed, but you can call and ask us to fax you a copy.
- After January 2, we mail yearly third-party sick pay tax reporting information for the previous year.

# Contact information

**Email:** MyAccountAdministration@ColonialLife.com

Please include your billing control number or policy number in the message. For your security, please don't include Social Security numbers.

**Call:** 800-256-7004

Please have your billing control number or policy number available.

- Option 1 – Billing, premium and tax service questions
- Option 2 – Claim or benefit questions
- Option 3 – My Account Administration for online access and password reset

Specialists are available Monday through Friday, 8 a.m. to 7 p.m. ET.

**Fax:** 800-561-3082

Please include your billing control number or policy number in the fax. For your security, please don't include Social Security numbers.

## Colonial Life home office addresses

**Group billing** P.O. Box 903  
Columbia, SC 29202

**General correspondence** 1215 Avert Avenue  
(overnight mail) Columbia, SC 29210

**Claims address** P.O. Box 100195  
Columbia, SC 29202

## Policyholder services

**Call:** 800-325-4368

**Fax:** 800-880-9325 (claims submissions)

Specialists are available Monday through Friday, 8 a.m. to 8 p.m. ET.