



Quick Reference Guide to NGAUS Technician Insurance Administration

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| Billing Contact | |
| <p>Contact us at the following address or toll-free phone and fax numbers with your billing questions:</p> <ul style="list-style-type: none"> Premium Payroll Deduction Starts / Changes Premium Submission Billing Issues Adds/Changes/Deletes on insureds covered under this plan | <p>Jeff Tomniczak, Account Representative ReliaStar Life Insurance Company Route Number 6950 20 Washington Ave South Minneapolis, MN 55401 ☎ 1-800-955-7736 Ext. 23155 ☎ FAX: 1-612-372-5301</p> |
| Term Life Insurance, Disability Insurance, and ValuLife Insurance | |
| <p>Technicians may contact us at the following address or toll-free phone and fax numbers with any Term Life, Disability, and ValuLife administration questions:</p> <ul style="list-style-type: none"> Change in beneficiary designations or other service type requests General policy and coverage questions | <p>ReliaStar Life Insurance Company Route Number 6950 20 Washington Avenue South Minneapolis, MN 55401 ☎ 1-800-955-7736 Ext. 23155 ☎ FAX: 1-612-372-5301</p> |
| To file a Life claim or discuss claim procedures: | <p>ReliaStar Life Insurance Company Life Claims - P.O. Box 1548 Minneapolis, MN 55440 ☎ 1-888-238-4840</p> |
| To file a Disability claim or discuss claim procedures: | <p>ReliaStar Life Insurance Company Disability Claims -- P.O. Box 1290 Minneapolis, MN 55440 ☎ 1-800-328-4090 Option #1</p> |
| Universal Life | |
| <p>Technicians may contact us at the following address or toll-free phone and fax numbers with any Universal Life service requests:</p> <ul style="list-style-type: none"> Change in beneficiary designations or other service related requests Requesting policy loans General policy and coverage questions | <p>ReliaStar Life Insurance Company Customer Service P.O. Box 122 Minneapolis, MN 55440-0122 ☎ 1-800-537-5024 Option #1 ☎ FAX 1-612-342-3051</p> |
| To file a Universal Life claim or discuss claim procedures: | <p>ReliaStar Life Insurance Company Life Claims - PO Box 1548 Minneapolis, MN 55440 ☎ 1-888-238-4840</p> |
| For general questions and requests for additional enrollment or marketing material. | <p>NGAUS Insurance Trust One Massachusetts Ave NW Washington DC 20001 1-888-642-8748 (1-888-NGAUSIT) www.ngaus.org</p> |

The following are important items HRO's / Input Sites should be aware of:

- Input sites must work closely with ReliaStar to ensure premium payroll deductions are correct. **If premium deductions are not kept current, the Technician's coverage may lapse.**
- Input Sites will be notified when to begin **new** deductions as follows. **TechLife and TechPay**- HRO sends Open Enrollment form to input site for their records. ReliaStar will follow up with Input Site to confirm approval of enrollment/application and to give deduction start dates and amounts.
- Premium Changes due to an age change:** Age changes will be automatically calculated by ReliaStar at the beginning of each year and the following Monthly Summary of Changes report will include the changes in premiums due to age changes. Input sites will enter the deduction changes into the DCPS system.
- Premium Changes due to salary change:** Salary Change Reports which list what ReliaStar has for salary information will be sent out by ReliaStar once per year (usually November). HRO's / Input sites are responsible for reviewing these reports and returning the reports to ReliaStar with updated salary information. ReliaStar will then calculate correct premiums and notify input sites (via Monthly Summary of Changes reports). Input site enters the appropriate deduction changes.
- ReliaStar performs full reconciliations on technician premiums once per quarter. DCPS records are compared against ReliaStar records. Reports listing discrepancies are sent to the input sites. Input sites are responsible for reviewing reports and entering changes into the DCPS system.



Quick Reference Guide to NGAUS Technician Insurance Forms



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| State Open Enrollment Briefings | <u>Open Enrollment Forms:</u> Form # 046639 in OH, SC, SD, TX. Form # 050079 OR in Oregon. Form # 46616 in NY. Form # 48830-NGOE in all other states. | |
| New Enrollments (within 31 days of hire) | <u>Open Enrollment Forms:</u> Form # 046639 in OH, SC, SD, TX. Form # 050079 OR in Oregon Form # 46616 in NY. Form # 48830-NGOE in all other states. | |
| Late Enrollments (after 31 days of hire) | <u>Application Forms:</u> Form # 41952 in OH, SC, SD, TX. Form # 47673 in Oregon. Form # 47030 in NY. Form # NGAUS-APPMN in all other states. | |
| Applications for More Than Guaranteed Issue | <u>Application Forms:</u> Form # 41952 in OH, SC, SD, TX. Form # 47673 in Oregon Form # 47030 in NY. Form # NGAUS-APPMN in all other states. | |
| Mobilization/Demobilization | Request for Change Form | (Form# NG76) |
| Change of Address, Employment, or Input Site | Request for Change Form | (Form# NG76) |
| Change Deduction to Direct Billing | Request for Change Form | (Form# NG76) |
| Termination or Reduction in Coverage | Request for Change Form | (Form# NG76) |
| ValueLife – Termination of Coverage | Request for Change Form | (Form# NG76) |
| Loans or Surrender for Cash Value (Horizon Plus) | Request for Change Form | (Form# NG76) |
| Beneficiary Changes | Request for Change of Beneficiary Form | (Form# 007384) |
| Life Claims | Death Claim Form | (Form# 044158) |
| Disability Claims | See Disability Claim Filing Instructions available at www.ngaus.org | |
| Waiver of Premium - Disability Claims | Waiver of Premium Disability Claim Form Attending Physician's Statement | (Form# 044157) (Form# 044540) |
| Life Conversions | Life Conversion Information Request Form | (Form# 038585) |