

Who to Contact at The Standard



Unless otherwise noted, please call 800.247.6888 (800.378.6057 in New York), option 2, or fax 800.378.4574.

Service Need	Form	Contact
Address Changes, Client	Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY)	dichanges@standard.com
Agent of Record Changes	Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY)	Agent must be licensed in issue state. Email or fax completed form to dichanges@standard.com.
Beneficiary Changes	Survivor Benefits Payment Designation (for use in New York)	dichanges@standard.com
Billing, Late Premium Questions & Modal Changes		dbilling@standard.com Fax 800.378.2407
Cancellations	Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY)	dichanges@standard.com
Claims: Initiating an IDI Claim		Contact 800.628.9797 or idiassistance@standard.com to start a claim. See How to File a Claim
Collateral Assignments	Collateral Assignment of Disability Income Policy (for use in New York)	dichanges@standard.com
Duplicate Policy Request		Provide client name, policy # and address. Call or fax your request, or email request to dichanges@standard.com.
EFT Bank Changes	EFT Form (for use in New York)	dichanges@standard.com Fax 800.378.2407
Increase Options FPO BIR	Increase Applications	Use app for original app state. Submit app and income documentation to dichanges@standard.com. For status updates, contact your in force case manager.
Name Changes	Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY)	dichanges@standard.com
Policy Changes Non-Underwritten (e.g., Reductions in coverage)	Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY)	dichanges@standard.com

Service Need	Form	Contact
Policy Changes Underwritten (e.g., IDI reconsiderations)	Service Forms , Choose state-specific Reinstatement or Policy Change Packet	dichanges@standard.com
Premium Payments		
Mailing address, overnight express		Standard Insurance Company 1100 SW Sixth Ave. Portland, OR 97204
Mailing address, regular mail		Initial Premiums: Standard Insurance Company 1100 SW Sixth Ave. Portland, OR 97204 Recurring Premiums: Standard Insurance Company PO Box 3357 Portland, OR 97208-3357 <i>For New York:</i> The Standard Life Insurance Company of New York PO Box 4467 Portland, OR 97208
Mode (premium freq.) changes	Policy Change Request Form (for SIC) NY Policy Change Request Form (for SNY)	dibilling@standard.com
Reinstatements	Service Forms , Choose state-specific Reinstatement or Policy Change Packet	dichanges@standard.com
DocFast		Your case manager for general questions. For login issues, contact DocFast support at 800.641.6557, option 3.
Electronic Signatures		See The Standard's Electronic Signature Program or the Administrative Guide for options. Your case manager for general questions.
Pre-Application Inquiries		diunderwriting@standard.com
Discount Questions		Your new business case manager
New Business Applications		
TeleApp and traditional	New Business Forms	Email app to diapplications@standard.com. For status updates, contact your case manager.
The Standard's eApp		Login at standard.com . Producers should contact their General Agent for access. For provisioning and training, contact your sales consultant.
Producer Contracting/Commissions		800.766.9737 or producercontracts@standard.com
Quote Support		
New business		getinfo@standard.com (dihelp@standard.com for Securian)
Increase options		dichanges@standard.com
Illustration Software		Log in at standard.com . Producers should contact their General Agent to discuss access. For technical or account setup support, contact your sales consultant.
Delivery Requirements		
New business		Your new business case manager
Increase options		Your in force case manager
Change request/gap reinstatement endorsement		Your in force case manager