



Great Culture = Great Service

You have high standards — so do we.

For years, the Gallup organization has studied employee satisfaction by surveying over 35 million employees worldwide. In 2018, **Assurity** achieved the **94th percentile** status worldwide in Gallup's associate engagement rankings. What does this mean for you?

It's simple, **truly engaged employees mean great customer service.**

< 2 WEEKS

New business in no time

Once an electronic or paper application is received in good order, **most new business is processed within two weeks** (high volume times such as 4th quarter open enrollment may affect this number).

< 30 SECONDS

Answered and resolved

At our in-house customer connections center, most calls are **answered within 30 seconds** by a live representative. Over 99 percent of customer service issues are resolved on the first call.

< 1 WEEK

Fast, easy claims payments

We aim to pay claims swiftly. In 2018, **over 80 percent of claims were processed and paid within just one week.** Mobile-friendly wellness claims submissions are accepted at [MyAssurity.com](https://www.myassurity.com).

You also benefit from:

- ☑ A dedicated case manager for billing and administration
- ☑ Translation services in more than 175 languages
- ☑ An insurance carrier truly committed to worksite benefits



Helping people through difficult times

As a mutual organization, Assurity was founded on the simple concept of people coming together to support each other in moments of need. We continue our mission of helping people through difficult times by providing affordable insurance protection that is easy to understand and buy. Our financial stability has stood the test of time. It shows our commitment to be there when our customers need us. Owned by our policyholders, we conduct our business to serve only their best interests. Whether paying benefits, offering service with a human touch, giving back to our community, or practicing sustainable habits that provide for our planet, we embrace our capacity to improve lives. We all share in the future we create, and Assurity believes in using our business as a force for good.

Certified



Corporation

Customer Service

800-276-7619
Ext. 4210

Find out more

[assurity.com](https://www.assurity.com)

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