



## Group Disability Insurance Customer Satisfaction

# A Record of Results

Principal Life Insurance Company is an industry leader in providing quality service. This outstanding service is reflected by a strong record of results shown in both external and Principal Life surveys.

### Our ratings exceed industry averages

JHA conducted a survey\* with employers and producers testing their satisfaction levels with account management, administration, claims management and communications. Many of Principal Life's scores were higher than the industry average, including the following:

#### Employers rate us highly

Of the employers JHA surveyed, 91.6% agreed that Principal Life is easy to do business with. They were extremely satisfied or very satisfied with Principal Life in several areas:

- 87.7 % - overall satisfaction as a provider of disability insurance
- 89.1% - accuracy of billing
- 88.3% - overall billing process
- 91.4% - ease of understanding statement
- 93.8% - overall handling of short-term disability claims

#### Producers find us easy to work with

Of the producers JHA surveyed, 75% agreed that Principal Life is easy to work with. Producers were extremely satisfied or very satisfied with Principal Life in several areas:

- 79% - overall experience
- 80% - sales representative's knowledge of disability products
- 71% - overall quality of product relative to cost
- 69% - overall account management services

### Strong results on the Principal Life 2009 Group Disability Customer Satisfaction Survey

#### Short-Term Disability (STD) insurance

- 91% of claimants are very satisfied or satisfied with their Principal Life claim experience.
- 95% of our STD claims have an initial decision made within seven calendar days of the "Proof of Loss" date.
- 90% of calls to our toll-free line are answered within 20 seconds.

### Long-Term Disability (LTD) insurance

- 92.2% of claimants are very satisfied or satisfied with their Principal Life overall experience.
- 96.3% of claimants are very satisfied or satisfied with the accuracy of their claim payments.
- 95.3% of claimants are satisfied with the claims services provided during the previous six months.
- 99.9% of the claimants who receive Social Security services are approved for Social Security disability benefits.
- 75.4% of claimants receiving rehabilitation services return to work.
- All LTD claims are acknowledged within two business days.

### Administrative services

- 95.6% of employers are very satisfied or satisfied with billing accuracy.
- 92.4% of employers are very satisfied or satisfied with the tools and information needed to enroll new employees.
- 92.5% of employers are very satisfied or satisfied with handling questions or processing transactions the first time contacted.
- 91.0% of employers are very satisfied or satisfied with easy-to-understand communications.

### Claim support

Over 200 dedicated professionals staff our claims department. In addition, our shared resources staff has approximately 70 staff members (nurse, vocational, overpayment unit, reporting team, special investigative unit, certified public accountant) to meet specialized needs. The group disability claims area is co-located with our individual disability income claims unit.

### Average tenure of staff

- Claims leadership (management and technical) – 12+ years of service
- Disability examiners (both STD and LTD) – 6 years of service

### Average claim caseloads for fully trained staff

- STD, 70 - 90
- LTD, 80 - 90 (varies by specialty unit)
- Nurse/vocational staff – 35, plus consultations

### Staff ratios/counts

- Nurse to LTD claim examiner – 1:8
- Five investigators throughout the U.S.
- Vocational consultant to LTD examiner – 1:5
- Two certified public accountants
- Four board certified family physicians

## FOR MORE INFORMATION

To learn more about the disability insurance benefits available from Principal Life, visit [www.principal.com](http://www.principal.com).

\* JHA is a nationally recognized industry leader in disability insurance research and consulting who conducted the employer survey in 2008 and the producer survey in 2009. JHA established parameters and compiled survey results. The results are the opinion of surveyed employers and producers.



WE'LL GIVE YOU AN EDGE®

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