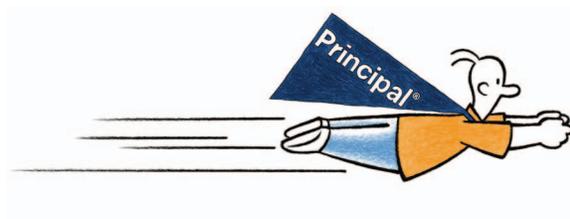


Group Disability Insurance

Managed Disability Services



It's all about performance and satisfaction

Claim Management Results*

- 75% of claimants receiving rehabilitation services return to work

Service Results*

- Most Short-Term Disability (STD) claims adjudicated within seven business days
- Most Long-Term Disability (LTD) claim decisions made within 45 days from receipt of claim, or by completion of elimination period

*Source: 2008 Principal Life Insurance Company

Quality Company

Personalized Claim Management

Outstanding Service

Proven Results

Setting industry standards in claim management

Principal Life Insurance Company is an industry leader in providing disability claim management and rehabilitation services. For more than 25 years, our professional staff of registered nurses and certified vocational rehabilitation consultants has provided expert assistance and personal service to our customers. We pride ourselves on delivering individualized service to each of our customers, recognizing that each situation is unique.

Comprehensive vocational rehabilitation services

- Focus on timely rehabilitation and encourage return to work when possible
- Offer services including medical and vocational case management, job analysis, job modification, coordination of return to work, résumé preparation and interview skills training

Proactive Social Security advocacy services

- Selectively identify claimants who may qualify for Social Security Disability Insurance (SSDI) benefits
- Coordinate SSDI claim filing process with two highly recognized Social Security vendors
- Research medical and vocational evidence to support SSDI claim

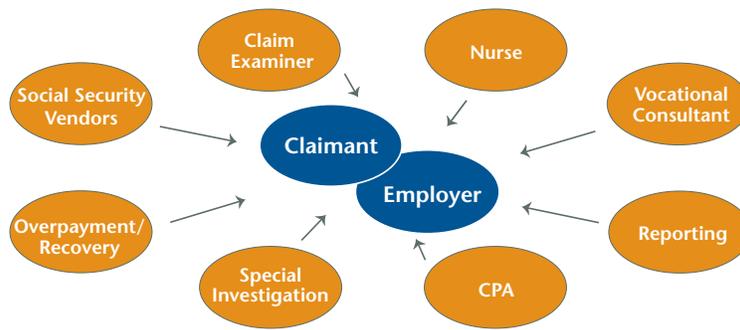
Convenient claim services

- Offer single claim form submission for Short-Term Disability (STD) and Long-Term Disability (LTD)
- Provide toll-free phone number and fax service
- Offer electronic fund transfer for LTD benefit payments
- Provide telephonic claim submission for employers who have 300 or more employees
- Offer Internet claim form submission for Group and Individual Disability plans

Controlling costs with multi-disciplinary team approach

Principal Life is committed to providing quality claim management services throughout all stages of disability. Our diverse team of in-house professionals works together to provide superior, comprehensive case management using a customer-centered approach.

Claim Organization



Comprehensive disability management services

Principal Life's disability management approach combines comprehensive claim services and disability case management to ensure the best possible outcome for our customers. We work with two highly recognized Social Security vendors to coordinate Social Security services for disabled claimants.

Disability case management

We review each case early in the disability to identify appropriate and efficient options and assist in the development of return-to-work programs.

We offer a full-service program including job analysis and modification, skills assessment, on-site claim visits, labor market survey, job placement services, vocational evaluation and counseling.

Social Security

- Selectively identify claimants who may qualify for Social Security Disability Insurance (SSDI) benefits
- Coordinate with one of two vendors for Social Security service to assist the claimant and his/her family in completing and filing the complex application for SSDI

Additional services

- Employee Assistance Program, provided by Magellan Health Services
- FICA Match and W-2 services
- Annual review of benefits

eService capabilities – online tools

- Manage group benefits using the Principal Employee Benefits Service CenterSM at www.principal.com
- No-cost service for group customers
- Employers can manage program
- Employees can review benefits
- Brokers can access client accounts

Our experience shows that our early claim evaluation efforts have a positive effect on the outcome of claims.

Managing short-term disability costs before they become long-term disability problems

Our managed disability program provides comprehensive disability case management services that help ensure both STD and LTD claims reach their best outcome in a cost-effective manner. Our experience shows that our efforts have a positive effect on return-to-work results and Social Security approval.

Managed Disability Services for Short-Term and Long-Term Disability claims

We provide a broad spectrum of managed disability services for STD and LTD as well as Individual Disability claims including:

- Disability case management/rehabilitation services
- Job analysis and modification
- Coordinating a medical release with physician
- Developing the return-to-work plan
- Counseling
- On-site claimant visits
- Outplacement services
- Investigative services
- Social Security advocacy services

Integrated Disability

For our combined STD/LTD coverage, our case management system identifies potential LTD cases, giving us the capability to initiate individualized case management and rehabilitation services quickly.

Long-Term Disability

Our Vocational Rehabilitation team facilitates return-to-work programs for long-term disabilities. Services provided range from rehabilitation evaluation, to transferable skills analysis to vocational evaluation and counseling. We also conduct job analysis, labor market surveys and develop job placement plans.

Our Social Security vendors assist with the initial application, obtaining medical and vocational documentation, and monitoring the process until confirmation of the SSDI award is received.

Customer satisfaction results*

Claims services

94% of claimants are Very Satisfied or Satisfied with LTD claim services provided; 89% with STD.

Accurate benefit payments

95% of claimants are Very Satisfied or Satisfied with accurate LTD benefit payments made by Principal Life; 91% with STD.

Courteous assistance

95% of claimants are Very Satisfied or Satisfied with the Principal Life staff being courteous and friendly for LTD; 95% for STD.

Knowledgeable staff

97% of claimants are Very Satisfied or Satisfied with the Principal Life Shared Resources Services staff (vocational consultants, disability nurse and/or Social Security consultants) being well-informed and knowledgeable.

Clear communication

97% of respondents are Very Satisfied or Satisfied with the Principal Life Shared Resources Services staff (vocational consultants, disability nurse and/or Social Security consultants) clearly communicating with them.

Overall experience

90% of claimants are Very Satisfied or Satisfied with their overall experience with Principal Life.

*2008 Principal Life Customer Satisfaction Survey results



WE'LL GIVE YOU AN EDGE®

Principal Life Insurance Company, Des Moines, Iowa 50392-0002, www.principal.com

This brochure provides general information about group disability insurance available from Principal Life. It is not an insurance contract or complete statement of the provisions, benefits, limitations, exclusions and restrictions of the insurance. Contact your local sales representative for more information, including availability of specific features in your state, costs and a proposal outlining the coverage.