

10/01/2020

Insured Name



RE : Certificate Number: Wxxxxxxx

Dear Insured Name

Congratulations on your recent purchase of insurance through Chubb Workplace Benefits.

Your insurance coverage is brought to you by Combined Insurance Company of America, a Chubb company, providing valuable benefits to individuals for over 90 years.

As a valued customer of Combined you have the benefits of:

- Portable Coverage: This Certificate is yours and it stays with you even if you change employers.
- Prompt and accurate claim service.
- Toll free phone assistance. 1-800-544-9382.
- A quality company. Combined is rated "A+" by A.M. Best, an independent rating agency.

Your certificate is enclosed along with a copy of your enrollment form and other materials that you may need in the future. Please review your certificate and enrollment form and verify that the information is correct.

Thank you for your business. We look forward to serving you in the coming years.

Sincerely,

A handwritten signature in black ink that reads "Chris Martin".

Chris Martin, President  
Chubb Workplace Benefits

# Frequently Asked Questions (FAQ)



Congratulations on your insurance purchase through Chubb Workplace Benefits. You have joined generations of satisfied customers who have counted on Chubb. We take pride in offering our customers sound value and believe good relationships should last a lifetime.

## Protection for You and Yours

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Our mission is to provide products and services that help protect you and your family. While we hope you never experience a life-impacting injury or illness, we've developed our insurance products and a straightforward claims submission process to be the solution you need if a situation does arise.

## Convenient Claim Submission

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We are here to resolve your claim as quickly and seamlessly as possible. We offer several options for filing your Accident, Critical Illness or Disability Income claim. Choose which is best for you.

### Web

Visit our online claims portal at: [www.chubb.com/WorkplaceBenefitsClaims](http://www.chubb.com/WorkplaceBenefitsClaims)  
(First time users, please call our customer service specialists at the appropriate toll free number below to gain access to the portal.)

### Phone

Our helpful customer service specialists can help you file your claim and answer any claims related questions you may have.

New York Residents: 1.833.896.2968

Residents of all other U.S. states: 1.833.542.2013

### Fax/Email

Download appropriate forms and fax/email completed forms with signature to:

Fax 1.312.351.7120

Email [CWBclaimsteam@chubb.com](mailto:CWBclaimsteam@chubb.com)

### Mail

Complete appropriate forms and mail forms with signature to:

Chubb Workplace Benefits Claim Department

P.O. Box 6803

Scranton, PA 18505-6803

## FAQs about filing a claim

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### Q. What is needed to file a claim?

A. Claims require basic information like your name, address, telephone number, policy number and a brief description of your loss. Additional documents vary according to policy coverage and the extent of your loss. If we need more information we'll request it in writing or by telephone.

### Q. What is the quickest way to provide the information they need?

A. In some cases, we can process your claim with the initial information you provide. Otherwise call the Policyholder Claim Center or fax to 1-312-351-7120.

### Q. What if I don't have information requested on the claim form?

A. A complete claim submission is helpful. If you don't have answers to all items on the form, submit your claim with information you do have. You can provide additional documents via fax or by mail at a later date.

### Q. What if I have multiple policies?

A. File a claim with the policy that relates to the primary cause of loss. We will issue benefits under multiple policies, if applicable.

**Q. How long does it take to receive payment on my claim?**

A. We strive to process claims within 5 business days upon receipt of complete proof of loss. If claims require additional information or further review we will provide regular status updates throughout the process.

Be sure to sign the HIPAA compliant *Authorization to Release Information* at the bottom of the claim form.

By doing so you authorize Combined Insurance to request the required information to review your claim.

**Q. What happens if my claim is denied?**

A. If, for any reason, your claim is denied, you will receive a letter describing our decision.

**Q. What will happen if my claim is an ongoing claim?**

*(For example: disability that is continuing into the future)*

A. Total disability benefits are based on disability information submitted on your claim form. You may be asked to provide verification of your ongoing disability and the dates you are unable to work. Your doctor and employer must verify all disability claims. Be sure to include treatment dates on your claim form.

**Q. How do I file a claim for a health screening or a preventative care benefit?**

A. If your policy provides a payment toward either of these benefits, documentation specifying the provider of the test, the date, and the name of the test performed can be sent to a claims adjuster. Be sure to include your policy or certificate number on the documentation.

**Remember: in most cases, these benefits are not payable until the coverage has been in force for a specified amount of time. Refer to your policy or certificate for details.**

**FAQs about your coverage**

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**Q. How do I know if something is (or isn't) covered by my policy?**

A. Call our Policyholder Center at **833-542-2013** (New York residents please call 833-896-2968) to reach a customer service specialist who has instant access to your policy information. Our customer service specialists are highly trained and ready to take your call. For customers who speak Spanish, bilingual specialists are available. Have your policy or certificate number ready.

**Q. When is the best time to call?**

A. Our Policyholder Center is open from 7:30 am to 6:00 pm Central Time every business day. The best times to call are early in the morning or late in the afternoon, Wednesday through Friday. Monday and Tuesday are our busiest call volume days.

**Q. Do I need to continue making premium payments if I am receiving disability benefits from Combined Insurance?**

A. For Disability Income coverage, Combined Insurance will waive the payment of any premium falling due 14 days after the Elimination Period has been satisfied while benefits are being paid. At that time, you will not need to make premium payments for your Disability coverage until you are no longer disabled or receiving benefits.

**Q. How do I cancel my coverage?**

A. If you want to cancel your coverage, you may do so by calling our Policyholder Center. Any premiums paid would be refunded if a cancellation is requested within 30 days of the receipt of the policy or certificate. Any cancellation after the initial 30 day period does not guarantee a premium refund.

**Q. Can I keep my coverage if I change jobs?**

A. Yes you can. If you leave your employer, it is important that you continue to make payments directly to Combined Insurance. You can call our toll-free number, 833-542-2013, and speak with a customer service specialist who will arrange a billing method that suits your needs. If your coverage lapses for non-payment of premiums, new coverage will most likely cost more. In addition, it might contain fewer benefits, have more restrictive provisions, and – most important – coverage may not be available to you if your present state of health has changed.

**Q. Do my premiums increase when my employment status changes?**

A. Premiums do not increase when your employment status changes. However, the frequency of payment may change. If you are making payments directly to Combined Insurance, we require that payments be no more frequent than monthly. You may choose to make payments on a less frequent basis (quarterly, semi-annually or annually).

**Q. Who should I notify if I take an unpaid leave of absence?**

A. Our customer service specialists can work with you to ensure that there is no lapse in coverage.

**Q. How do I make a change to my policy?**

A. You can call our Policyholder Center and speak with a customer service specialist who can expedite your request or provide the necessary forms to complete your request.

**Q. How do I put my coverage back in force?**

A. If your coverage has lapsed for nonpayment of premium, call our Policyholder Center and a customer service specialist will help you determine whether the coverage can be reinstated and what the requirements are to do so.

**Chubb. Insured.<sup>SM</sup>**

## **Combined Insurance Company of America**

Home Office: 111 East Wacker Drive • Suite 700 • Chicago, Illinois 60601

1-800-544-9382

Policyholder Service Address: P. O. Box 1160 • Glenview, Illinois 60025-8160

### **GROUP DISABILITY INCOME INSURANCE CERTIFICATE LIMITED BENEFIT.**

#### **PLEASE READ YOUR CERTIFICATE CAREFULLY.**

**INSURANCE BENEFITS MAY BE SUBJECT TO CERTAIN REQUIREMENTS, REDUCTIONS,  
LIMITATIONS AND EXCLUSIONS**

This is Your Certificate while You are insured. This Certificate is in force as of the Certificate Effective Date. The Certificate Effective date is defined under this Certificate.

This Certificate replaces any previous certificate of insurance issued for the coverage described in this Certificate.

You are insured for the benefits described in this Certificate, subject to the provisions of this Certificate. The Policy issued to the Policyholder includes a copy of this Certificate. The Policy is a contract between Us and the Policyholder. The Policy constitutes the agreement under which payments are made. Benefit payment is governed by all the terms, conditions and limitations of the Policy. We will pay the benefits set forth in this Certificate. If the terms and provisions of the Certificate are different from the Policy, the Policy will govern. You may inspect a copy of the Policy upon request to Your Employer. This Certificate may be delivered in electronic format.

This Certificate was issued on the basis that the information provided by the Policyholder and any information provided by You are correct and complete. If any information is not correct or complete, write to Us within 10 days of receipt of this Certificate. Incorrect or incomplete information can result in the denial of a claim, rescission, or termination of coverage.

The coverage under this Certificate is renewable according to the terms and provisions of the Policy and Certificate.

We reserve the right to change the premium. We will notify You in writing, at Your last address of record, of a change at least 60 days before the date at which it is to become effective.

#### **PRE-EXISTING CONDITION LIMITATION**

A Pre-existing Condition is not covered unless the date of diagnosis for such condition is at least 12 months after the Certificate Effective Date.

For Combined Insurance Company of America



Kevin Goulding, President



Rebecca L. Collins, Secretary



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## SCHEDULE

### CERTIFICATE SPECIFICATIONS

Insured: Insured Name	Certificate Number: Wxxxxxxx
Certificate Effective Date: 10/01/2020	Premium Amount: \$59.20
Insured Issue Age: 54	Premium Mode: Bi-weekly
Policyholder: FEDERAL OFFICE OF PERSONNEL MA	Governing Jurisdiction: DC
Policyholder's Address: 1900 E. ST. NW WASHINGTON DC 20415	Class: ALL EMPLOYEES
Telephone Number:	

### SCHEDULE OF BENEFITS

Active Employee Requirement:	30 hours per week
Maximum Benefit Amount:	\$4,000 per month, not to exceed 60% of Your Monthly Earnings
Minimum Benefit amount:	\$100 Per Month
Maximum Benefit Period:	12 Months
Elimination Period:	
Accident:	30 days
Sickness:	30 Days
Partial Disability Benefit Amount:	50% Of Maximum Benefit Amount
Source of Disability:	
Sickness:	100% Of Maximum Benefit Amount
Non occupational injury:	100% Of Maximum Benefit Amount
Occupational injury:	50% Of Maximum Benefit Amount
Waiver of Premium Benefit:	Waives premium when You are Disabled for 12 or more consecu tive days
Evidence of Insurability may be required for coverage. Benefits subject to Deductible Sources of Income.	

Rider

## SECTION A

### DEFINITIONS

**Accident** means an unintended and unforeseen injurious event which:

- 1) Occurs on or after the Certificate Effective Date;
- 2) Occurs while this Certificate is in force; and
- 3) Is not excluded by name or specific description in this Certificate.

**Active Employee, Actively at Work, Active Employment** means You are at work for pay on a permanent basis at least the number of hours per week shown on the Schedule of Benefits (see Active Employee Requirement) and performing the normal duties of Your Occupation. You are deemed to be Actively at Work on each day of regular paid vacation or legal holiday if:

- 1) You are not Disabled; and
- 2) You were Actively at Work on the last working day before such vacation or legal holiday.

**Certificate Effective Date** means the date coverage under this Certificate becomes effective. The Certificate becomes effective: 1. On the Policy Effective Date if You are in an Eligible Class on or before the Policy Effective Date and Your enrollment was approved by Us; or 2. On the first day of the month following the date Your enrollment was approved by Us if You enter into an Eligible Class after the Policy Effective Date.

**Civil Union** means a union as a same-sex relationship similar like marriage that is recognized by law.

**Complications of Pregnancy** means those conditions, requiring treatment, whose diagnoses are distinct from pregnancy but are adversely affected by pregnancy or are caused by pregnancy, such as acute nephritis, nephrosis, cardiac decompensation, missed abortion, miscarriage, non-elective Cesarean, non-elective abortion and similar medical and surgical conditions of comparable severity.

Complications of Pregnancy does not include false labor, occasional spotting, physician-prescribed rest during the period of pregnancy, morning sickness, hyperemesis gravidarum, preeclampsia and other conditions of comparable severity.

**Eligible Employee** means a person who is an Active Employee of the Policyholder.

**Elimination Period** means that period of time during which:

- 1) You are Disabled; and
- 2) No disability benefits are payable.

The Elimination Period begins on the first day of Your Disability and is shown on the Schedule of Benefits.

**Evidence of Insurability** means a statement of Your medical history that We will be used to determine if You are approved for coverage.

**Disabled or Disability** means Totally Disabled or Total Disability and Partially Disabled or Partial Disability due to a covered Sickness or Injury

**Disability Benefit** is the maximum amount that is payable after the Deductible Sources of Income has been subtracted from Your Maximum Benefit Amount shown on the Schedule of Benefits

**Disability Earnings** means the earnings which You receive while You are Disabled and working, plus the earnings You could receive if You were working to Your maximum capacity.

**Hospital** is an institution in the United States or Canada which meets all of the following requirements:

- 1) Operates pursuant to state or provincial law for Hospitals located in the United States or Canada;
- 2) Operates primarily for the care and treatment of sick or injured persons as Inpatients;
- 3) Provides 24 hour nursing service;
- 4) Has facilities available for diagnosis and surgery either on its own premises or in facilities available to the Hospital on a pre-arranged basis; and
- 5) Has a staff of at least one licensed Physician available at all times.

Hospital does not include rest homes, nursing homes, convalescent homes, homes for the aged, and facilities primarily affording custodial, educational, or rehabilitation facilities, including rehabilitation hospitals.

**Immediate Family** means:

- 1) Your partner in a legally sanctioned Civil Union, domestic partnership, marriage or other family or domestic relations law; or
- 2) Any person related to You by blood or marriage.

**Injury, Injuries** means a condition sustained by You which resulted within 90 days from an Accident defined under this Certificate. It does not include sickness, disease or bodily infirmity. Overuse syndromes, typically due to repetitive or recurrent activities, such as osteoarthritis, carpal tunnel syndrome or tendonitis, are considered to be a sickness and not an Injury for purposes of this Certificate.

**Insured** means the person covered under the Policy according to the terms of the Policy and Certificate.

**Maximum Benefit Period** means the longest period of time for which benefits will be paid for Sickness or Injury. The Maximum Benefit Period is shown on the Schedule of Benefits.

**Monthly Earnings** means Your gross monthly income from Your employer in effect just prior to the date of disability. Gross monthly income is the total income before taxes and any pre-tax deductions made under a qualified deferred compensation plan recognized by the Internal Revenue Services. It will always be considered to be 1/12th of the basic annual wage payable by Your employer at the start of the term of continuous disability. Regardless of Your timing of payment from Your employer, it will be considered to be received over a 12 month period. It does include commissions and bonuses which will be averaged for the 12 month period just prior to the date of disability. It does not include income received from sources other than Your employer.

If the insured becomes disabled while on a covered Leave of Absence or layoff we will use Your gross monthly income from Your employer in effect just prior to the date the absence began.

**Non-Occupational Injury** means an Injury that did not occur while working for pay or profit.

**Occupational Injury** means an Injury that occurs while working for pay or profit.

**Physician** means a person performing tasks that are within the limits of his or her medical license and is:

- 1) Licensed to practice medicine or psychology and acting within the scope of his or her license to treat an Injury or Sickness causing the Disability; or
- 2) A legally licensed health care practitioner acting within the scope of his or her license to treat an Injury or Sickness causing the Disability.

A Physician cannot be You or Your Immediate Family, Your business or professional partner, or any person who has a financial affiliation or business interest with You.

**Policyholder** means the entity to whom the Policy is issued. The Policyholder is shown in the Certificate Specifications.

**Recurrent Disability** means Your becoming disabled, ceasing to be disabled, then becoming disabled again for the same or related condition within 6 months after the end of a previous disability that is due to the same or related cause.

**Regular Care** means that You:

- 1) Personally visit a Physician as frequently as is medically required, according to standard medical practice, to effectively manage and treat Your Disability; and
- 2) Are receiving appropriate treatment and care of Your Disability, which conforms with standard medical, by a Physician whose specialty or experience is the most appropriate for the disabling condition(s), according to standard medical practice.

**Sickness** means an illness, infection, disease or any other abnormal physical condition not caused by an Accident that:

- 1) First makes itself known after the Certificate Effective Date and while this Certificate is in force; and
- 2) Is not excluded by name or specific description in this Certificate.

Sickness includes pregnancy and Complications of Pregnancy.

**Totally Disabled or Total Disability** means that as a result of a covered Injury or Sickness, for the first 24 months of a disability You are:

- 1) Unable to perform Your Occupation;
- 2) Not working at any occupation for pay or benefits; and
- 3) Under the Regular Care of a Physician for covered Injury or covered Sickness causing such Total Disability.

After 24 months of Total Disability, Totally Disabled means that You are:

- 1) Unable to perform the material and substantial duties of any occupation for which you are reasonably suited by education, training, and experience;
- 2) Not working at any occupation for pay or benefits; and
- 3) Under the Regular Care of a Physician for covered Injury or covered Sickness causing such Total Disability.

**We, Our, Us or the Company** means Combined Insurance Company of America.

**You or Your** means an Insured who is covered under the Policy.

**Your Occupation** means the substantial and material duties required for the regular employment You were performing when Disability began. Your Occupation is not limited to a specific job with a specific employer.

**Pre-existing condition** means a condition for which You received medical treatment, advice, consultation, diagnostic testing, care, services or took prescribed drugs or medications within the 12months preceding the Certificate effective Date. A normal pregnancy beginning prior to the Certificate Effective Date is considered a Pre-Existing condition.

## **SECTION B**

### **BENEFITS**

Benefit amounts are shown on the Schedule of Benefits.

#### **TOTAL DISABILITY INCOME BENEFIT**

We will pay this benefit after the Elimination Period if we receive sufficient proof that You are Totally Disabled due to a covered Injury or Sickness. Benefits will not continue beyond the Maximum Benefit Period shown on the Schedule of Benefits per Disability.

The benefit amount we will pay when You are Totally Disabled is the Disability Benefit as defined in this certificate. The benefit payable will never be less than the Minimum benefit shown on the Schedule of benefits.

#### **WHEN BENEFITS END**

Benefits will be paid during a period of Disability until the earliest of the day:

- 1) You are no longer Disabled;
- 2) You die;
- 3) On which the Maximum Benefit Period on the Schedule of Benefits ends;
- 4) You fail to provide Us satisfactory proof of continuous Disability;
- 5) You have been incarcerated or imprisoned for 1 day or longer;
- 6) You fail to comply with Our request to be examined by a Physician and/or vocational rehabilitation expert of Our choice;
- 7) You are not under Regular Care for the Sickness or Injury that caused the Disability; or
- 8) You are able to return to work with the Policyholder on a part-time or full-time basis and do not do so.

#### **RECURRENT DISABILITY BENEFIT**

A Recurrent Disability will be treated as a continuation of the previous disability if You were continuously insured under the policy for the period between the prior claim and the Recurrent Disability and the disability is due to the same cause as the original disability. Your Recurrent Disability will be subject to the same terms and conditions as Your prior claim.

#### **CONCURRENT DISABILITIES**

If Disability results from more than one Injury and/or Sickness at the same time, or Disability results from two or more causes, it will be considered the same Disability and You will be entitled to disability benefits for only one Disability.

The existence of Concurrent Total Disabilities will not extend the Maximum Benefit Period shown on the Schedule of Benefits or increase the Maximum Benefit Amount.

#### **CREDIT FOR PRE-EXISTING CONDITIONS**

If this Certificate replaced another disability income certificate or individual policy, Your coverage under this Certificate shall not limit or exclude coverage for a Pre-existing Condition that would have been covered under the policy being replaced. Time periods applicable to Pre-existing Conditions will be waived to the extent that similar limitations or exclusions were satisfied under the coverage being replaced.

#### **LEAVE OF ABSENCE AND TEMPORARY LAYOFF**

If you cease Active Employment with Your current employer due to a Temporary Layoff or Leave of Absence, and if premiums are paid, coverage will be continued for one month following the date Active Employment ceased.

We will continue your coverage in accordance with your employer's written human resources policy on Temporary Layoff or Leave of Absence, if premium payments continue and the employer approved Your leave in writing, coverage will continue for one month following the date You ceased Active Employment.

**Leave of Absence** means You are absent from Active Employment for a period of time that has been agreed to in advance in writing by Your employer. Normal vacation time or any period of disability is not considered a Leave of Absence.

**Temporary Layoff** means you are absent from active employment for a period of time that has been agreed to in advance by writing by Your employer. Normal vacation time or any period of disability is not considered a temporary layoff.

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**PARTIAL DISABILITY INCOME BENEFIT**

We will pay this benefit after the Elimination Period if we receive sufficient proof that You are Partially Disabled due to a covered Injury or Sickness.

The Partial Disability Benefit is shown on the Schedule of Benefits.  
The sum of the Partial Disability benefit, the salary earned while receiving Partial Disability benefits, and income from all other sources may not exceed 60 of Your pre-disability earnings.

**Partial Disability or Partially Disabled** means that as a result of a covered Injury or Sickness You:

- 1) Are unable to perform some of the material and substantial duties of Your Occupation;
- 2) Are unable to work at Your job or any other job on more than a part-time basis
3. Have Disability Earnings of less than 50 of Your Monthly Earnings; and
- 4) Are under the Regular Care of a Physician for covered Injury or Sickness causing such Disability.

The Partial Disability must be the result of the same Accident or Sickness which caused the Total Disability. You must have received a disability benefit for being Totally Disabled for at least 1 day[s] immediately prior to Your being Partially Disabled due to a covered Injury or Sickness.

For a given period of Disability, You may receive either a disability benefit for being Partially Disabled or Totally Disabled, but not both.

Benefits will not continue beyond the Maximum Benefit Period for Disability.

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## DEDUCTIBLE SOURCES OF INCOME

**Deductible Sources of Income** means income You receive that will be subtracted from Your benefit payment.

Deductible Sources of Income include:

- The amount that You receive, or are eligible to receive, as disability income payments under any:
  - State compulsory benefit act or law.
  - Individual Disability income plans which are wholly or partially paid for by the Policyholder or for which the Policyholder makes payroll deductions, and which are purchased on or after the effective date of the group Policy.
  - Automobile liability insurance policy or "no fault" motor vehicle plan, whichever is applicable.
  - Military Disability benefit plan.
  - Governmental retirement system as a result of Your job with the Policyholder.
  - Other group insurance policy.
- The amount You receive from a third party (after subtracting attorney's fees) by judgment, settlement or otherwise; not to exceed 50% of the net settlement.
- The amount You receive under any Salary Continuation or Accumulated Sick Leave plan. **Salary Continuation or Accumulated Sick Leave** means continued payments to You by Your employer of all or part of your monthly earnings, after becoming disabled as defined. This continued payment must be part of an established plan maintained by Your employer for the benefit of all persons covered under the policy. This includes, but is not limited to: paid time off, vacation time, annual leave, or floating holiday pay. Salary continuation or accumulated sick leave does not include compensation paid to You by Your employer for work actually performed after the disability begins. Such compensation is considered Disability Earnings, and would be taken into account in calculating the monthly payment.
- The amount that You:
  - receive as Disability payments under Your employer's Retirement Plan;
  - voluntarily elect to receive as retirement payments under Your employer's Retirement Plan; or
  - are eligible to receive as retirement payments when You reach the later of age 62 or normal retirement age, as defined in Your employer's Retirement Plan.

Disability payments under a Retirement Plan will be those benefits which are paid due to disability and do not reduce the retirement benefit which would have been paid if the disability had not occurred. Retirement payments will be those benefits which are paid based on Your employer's contribution to the Retirement Plan. Disability benefits which reduce the retirement benefit under the plan will also be considered as a retirement benefit.

Regardless of how the retirement funds from the Retirement Plan are distributed, We will consider the employer and employee contributions to be distributed simultaneously throughout Your lifetime. Amounts received do not include amounts rolled over or transferred to any eligible retirement plan. We will use the definition of eligible retirement plan as defined in Section 402 of the Internal Revenue Code including any future amendments which affect the definition.

**Retirement Plan** means a plan that is not funded wholly by You and which provides benefits to You, either in a lump sum or in the form of periodic payments, upon the earlier of:

1. Early or normal retirement as defined in the plan or under the U.S. Social Security Act; or
2. Disability, if the payment does not reduce the amount of money which would have been paid at the normal retirement age under the plan if the Disability had not occurred.

A retirement plan shall not include a profit-sharing plan or a plan such as a 401(k), a thrift plan, an individual retirement account (IRA), a tax-sheltered annuity (TSA), a stock ownership plan, or a deferred compensation plan.

- The amount that You receive or are entitled to receive under:
  - The United States Social Security Act.
  - Railroad Retirement disability.
  - The Canada Pension Plan.
  - The Quebec Pension Plan.
  - Other federal disability benefits while entitled to a disability benefit under the policy.
- The amount You receive from any form of employment.
- The amount You receive from any unemployment compensation law.
- The amount that You receive, or are eligible to receive, under:
  - A workers' compensation law.
  - An occupational disease law.
  - Title 46, United States Code Section 688 (the Jones Act).
  - Any other act or law with similar intent.

We will only subtract Deductible Sources of Income which are payable as a result of the same Disability.

We will not reduce Your payment by Your Social Security retirement income if Your Disability begins after age 65 and You were already receiving Social Security retirement payments.

### **COST OF LIVING INCREASES FOR DEDUCTIBLE SOURCES OF INCOME**

Other than for increases in any income You earn from any form of employment, once We have subtracted any Deductible Sources of Income from Your Maximum Benefit Amount, We will not further reduce Your payment due to a cost of living increase from that source.

### **IF YOU QUALIFY FOR DEDUCTIBLE SOURCES OF INCOME**

When We determine that You may qualify for benefits for which You are eligible in the Deductible Sources of Income provision, We will estimate Your entitlement to these benefits. We can reduce Your benefit under the Policy by the estimated amounts if such benefits have either:

1. Not been awarded or denied.
2. Been denied and the denial is being appealed.

Your Maximum Benefit Amount will not be reduced by the estimated amount if both of the following are true:

1. You apply for the disability payments for which You are eligible in the Deductible Sources of Income provision and appeal Your denial to all administrative levels We determine are necessary.
2. You sign Our form. This form states that You promise to pay Us any overpayment caused by an award and We shall be entitled to impose a constructive trust on any such award.

We will not reduce our payments to You by these estimated amounts if:

1. You apply (or reapply) for benefits and appeal Your denial through all of the administrative levels We believe are necessary; and
2. You sign our payment option form stating You will reimburse us any overpayment of benefits caused by an award.

If We reduce our payments to You by an estimated amount:

1. Then We will adjust our payments to You when You give us proof of the amount awarded; or
2. We will give You a lump sum refund of the estimated amount if You were denied benefits and have completed all appeals (or reapplications) We believe are necessary.

### **NON-DEDUCTIBLE SOURCES OF INCOME**

We will not subtract from Your Maximum Benefit Amount income You receive from the following:

1. 401(k) plans, 403(b) or 457 qualified deferred contribution plans.
2. Profit sharing plans.
3. Thrift plans.
4. Tax-sheltered annuities.
5. Stock ownership plans.
6. Credit Disability insurance.
7. Non-qualified plans of deferred compensation.
8. Pension plans for partners.
9. Franchise Disability income plans.
10. Individual Disability plans paid for by You.
11. A retirement plan from another employer.
12. Individual retirement accounts (IRA).

**WAIVER OF PREMIUM**

We will waive the premium for this coverage and any attached rider(s) after You have been Disabled as the result of a covered Sickness or Injury following the period of time outlined on the Schedule of Benefits.

You must pay all premiums to keep Your coverage and any attached rider(s) in force until You have qualified for waiver of premium as described in this provision. The waiver of premium will not exceed the Maximum Benefit Period shown in the Schedule of Benefits.

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## SECTION C

### EXCLUSIONS AND LIMITATIONS

Benefits are not payable for Disabilities contributed to or caused by:

- Suicide, attempted suicide or intentionally self-inflicted Injury, whether sane or insane; Voluntary inhalation of or asphyxiation by gas or fumes;
- War, declared or undeclared, participating in a riot, insurrection or rebellion;
- Travel or flight in or descent from any aircraft other than as a fare-paying passenger on a regularly scheduled airline;
- Mental or Nervous Disorder;
- The voluntary use of illegal drugs;
- The intentional taking of over the counter medication not in accordance to recommended dosage and warning instructions;
- Intentional misuses of prescription drugs.

Substance abuse, to include abuse of alcohol, alcoholism, drug addiction or dependence upon any controlled substance, subject to the applicable law in the state where the Policy is delivered or issued for delivery;

No benefits are payable for Disabilities that occur while you are incarcerated or imprisoned. No benefits are payable for Disabilities that result solely as the result of a loss of a professional license, occupational license, or certificate.

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**PREGNANCY LIMITATION**

Within the first 10 months of the Certificate Effective Date, We will not pay benefits for a Disability that is caused by, or occurs as a result of, Your pregnancy or childbirth. Disability due to Complications of Pregnancy will be covered to the same extent as a covered Sickness.

After this coverage has been in force for 10 months from the Certificate Effective Date, Disability benefits for pregnancy will be covered the same as a covered Sickness.

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## **SECTION D**

### **ELIGIBILITY, EFFECTIVE DATE, TERMINATION OF COVERAGE, AND PORTABILITY PRIVILEGE.**

#### **ELIGIBILITY FOR COVERAGE**

To be eligible for coverage under this Certificate:

- 1) Your enrollment must be approved by Us;
- 2) You must be age 18 but not more than 72 ; and
- 3) You are an Eligible Employee in an eligible class on the Certificate Effective Date.

#### **EFFECTIVE DATE**

The Certificate Effective date is defined under this Certificate.

#### **TERMINATION OF YOUR INSURANCE**

You will cease to be insured under this Certificate on the earliest of the following dates:

- 1) The end of the period for which premium is paid, subject to the Grace Period provision;
- 2) The monthly anniversary of the Certificate Effective Date following the date We receive Your written request to have Your insurance terminated;
- 3) The date You enter into active duty status for the military service of any country;
- 4) The date on which You are no longer eligible for coverage;
- 5) Your 72nd birthday.
- 6) The date of Your death; or
- 7) The date the policy is canceled or terminated, subject to the Portability Privilege provision.

Termination of Your insurance is without prejudice to any claim that occurred or commenced prior to the date of such termination.

## **PORTABILITY PRIVILEGE**

We will provide disability income insurance portability coverage subject to this provision.

You may continue Your coverage under this Certificate if Your Active Employment with the Policyholder ends subject to the following conditions:

- 1) You must have been continuously covered for 12 consecutive months under the Policy in order to apply for portability.
- 2) On the date Your Active Employment with the Policyholder ends:
  - a) You are less than 70 years of age; or
  - b) You are not Disabled on the date you apply for portability;
- 3) We receive a written request and payment of the first premium for the portability coverage no later than 60 days after Your Active Employment with the Policyholder ends; and
- 4) The request is made on a form We furnish or approve for that purpose.

No portability coverage will be provided if Your disability income insurance terminated due to failure to pay premium.

The benefits, terms and conditions of the portability coverage will be the same as those provided under the Policy when Your Active Employment with Policyholder ended. Portability coverage will be effective on the date Your Active Employment with Policyholder ended.

Coverage continued under this provision will end on the earliest of the following:

- The end of the period for which You paid premiums, if You stop making a required premium contribution, subject to the Grace Period.
- the date You reach age 65.
- the date You become covered under another group disability plan.
- The date You die.

The end of the 12 months during which your coverage is continued under this provision.

The date the policy terminates and coverage for all Insureds under the Policy terminates, upon 60 days written notice of termination.

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### **SUSPENSION OF COVERAGE DURING MILITARY SERVICE**

If You enter full-time active duty in the United States military or naval services, or the armed forces reserve, including the National Guard, You may request in writing that the coverage be suspended as of the date of active duty status and through the period of such active duty. The suspension of coverage will be allowed up to five (5) years of continuous active duty. Adjustment of premium, if required, will be made when We receive the written notice of Your active duty status. We will refund any unearned premium paid for the period of such suspension. During Your suspension of coverage:

- 1) The coverage under this Certificate will not be in force; and
- 2) No premium will be required to be paid.

At the end of Your active duty or at the end of a continuous period of active duty of up to five (5) years, You may reinstate Your coverage without proof of insurability if:

- 1) You submit a written request to Us; and
- 2) Such request and the required premium payment is received by Us within 60 days after the date Your active duty ends.

Coverage will be retroactive to the date of termination of active duty.

This Certificate will not cover any loss that results from an injury that occurs during the time of active duty, and which the Secretary of Veteran's Affairs has determined is a condition incurred in the line of duty. All other Certificate terms and conditions will apply to the reinstated coverage.

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## **SECTION E**

### **CLAIM PROVISIONS**

#### **NOTICE OF CLAIM**

Written notice of claim must be given to Us at Our address shown on the first page of this Certificate or as otherwise designated in writing by Us within 30 days after Loss covered by this Certificate occurs or starts. If notice is not given within that time, it must be given as soon as reasonably possible. Notice must be received by Us. The notice should include Your name, address, telephone number, and Certificate Number as shown in the Certificate Specifications.

#### **CLAIM FORMS**

When We receive the notice of claim, We will send the claimant forms for filing Proof of Loss. If these forms are not sent to the claimant within 15 days of our receipt of the notice of claim, the claimant will meet the Proof of Loss requirement by giving Us a written statement of the nature and extent of the Loss within the time limit stated in the Proof of Loss provision below.

#### **PROOF OF LOSS**

Proof of Loss means the written claim form and other information requested by Us substantiating the nature and extent of the Loss. Proof of Loss must be completed and returned to Us within 120 days after the covered loss begins, or as soon as reasonably possible. Verification of continued Disability, when requested, must be provided within 90 days after the end of each monthly benefit period in which the Insured is Totally Disabled or as soon as reasonably possible. Except for absence of legal capacity, no claim for benefits will be accepted after one year from the date Proof of Loss is otherwise required. You must give us the information We need to determine the reasonableness of any delay, if a benefit is payable, and how much the benefit should be.

#### **TIME OF PAYMENT OF CLAIMS**

Benefits payable under this Certificate will be paid immediately upon Our receipt of written Proof of Loss that is satisfactory to Us.

#### **PAYMENT OF CLAIMS**

After We receive written Proof of Loss and process Your claim, We will pay any benefits due. Benefits will be paid to You, except that accidental death benefits payable as a result of the death of the Insured will be paid to the Beneficiary designated under the Certificate (see "Beneficiary" provision). Any accrued benefits unpaid at the Insured's death will also be paid to the Beneficiary. If You did not name a Beneficiary, or if no Beneficiary survives the Insured, any benefits due will be paid to the Insured's estate. If benefits are payable to an estate or to a person who cannot give a valid release, We may in our discretion pay up to \$1,000 to someone related to the Insured or Beneficiary by blood or marriage. We will be discharged from all liability for any such payment made in good faith.

If the claim is paid more than 30 days after receipt of the required Proof of Loss, We will pay an interest at the rate of 10% per year beginning with the 31<sup>st</sup> day after receipt of satisfactory Proof of Loss, and ending on the day the claim is paid.

#### **UNPAID PREMIUM**

On payment of a claim under this Certificate, any premium then due and unpaid will be deducted from Your claim payment.

#### **REFUND OF PREMIUM AT DEATH**

Upon notice of the Insured's death, We will refund to the Beneficiary the portion of any premium that applies to a period beyond the end of the Certificate month in which death occurred.

**RECOVERY OF CLAIM OVERPAYMENT**

We reserve the right to recover any payment made by Us that were:

- 1) Made in error;
- 2) Made to You and/or any party on Your behalf, where we determine that such payment made is greater than the amount payable under this Policy;
- 3) Made to You and/or any party on Your behalf based on fraudulent or misrepresented information; or
- 4) Made to You and/or any party on Your behalf for charges that were discounted, waived, rebated or covered by another major medical carrier or Other Benefits.

If benefits are overpaid or paid in error, We have the right to recover the amount overpaid, or paid in error, including but not limited to, by any of the following methods:

- 1) A request for You and/or the Covered Person to make a lump sum payment of the amount overpaid or paid in error; and/or,
- 2) A reduction of any proceeds payable under this Policy for a then-current or future claim(s) by any amounts overpaid or paid in error.

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## **SECTION F**

### **GENERAL PROVISIONS**

#### **ENTIRE CONTRACT**

This Certificate is a legal contract between You and Us. The entire contract consists of the Policy, the Policyholder's application, the Certificate, and any enrollment forms, endorsements, riders or amendments. No change in this Certificate will be effective until approved by the President, a Vice President, or the Secretary of our Company. This approval must be noted on or attached to this Certificate. No agent or broker has the authority to change this Certificate or to waive any of its provisions.

#### **TIME LIMIT ON CERTAIN DEFENSES**

Any statements made by You shall be considered a representation and not a warranty. After three (3) years from the Certificate Effective Date, We cannot use misstatements, except fraudulent misstatements, in Your enrollment form to void coverage or deny a claim for loss incurred or Disability commencing after the expiration of the three (3) year period.

#### **LEGAL ACTIONS**

You cannot bring a legal action to recover benefits under Your Certificate for at least 60 days after You have given Us written Proof of Loss. You cannot start such an action more than three (3) years after the date Proof of Loss is required.

#### **PAYMENT OF PREMIUM**

This Certificate is issued in consideration of the Certificate enrollment form, information provided by the Policyholder and payment of the first premium. The first premium is due on the Certificate Effective Date. Subsequent premiums are due and payable in advance. If you do not pay the premiums when due, this Certificate will terminate subject to the Grace Period.

All premiums are payable to Us or as otherwise designated in writing by Us. Premiums are payable while coverage continues. Premiums may be paid annually, semi-annually, quarterly, monthly or, subject to Company rules. You may change the frequency of premium payments by filing a written request in a form satisfactory to the Company.

#### **GRACE PERIOD**

After You pay the first premium, if a premium is not paid on or before the date it is due, it may be paid during the next 31 days. These 31 days are called the Grace Period. Coverage shall remain in force during the Grace Period. If any premium is unpaid at the end of the Grace Period, coverage shall automatically terminate and this Certificate will no longer be in force. This Grace Period does not apply if You request termination of this Certificate.

If the full premium is not paid by the due date, We will provide written notice to You that if the premium is not paid by the end of the Grace Period, Your coverage will terminate on the last day of the Grace Period. If We fail to give written notice, the coverage provided under the Policy will continue in effect until the date such notice is given.

You are required to pay a pro rata premium for any period Your coverage was in force during the Grace Period.

Premium is required for any period, including the Grace Period or any extension of the Grace Period, for which insurance under the Policy was in force and premium was not paid.

**FRAUD**

Fraud is when any person(s) willingly and knowingly engage(s) in an activity intended to defraud Us, by submitting a claim form, application or other form that contain(s) a false or deceptive statement, or other false information.

If You commit fraud, you may also be guilty of the crime of insurance fraud and subject to fine(s) and/or imprisonment or both, if convicted.

If You commit fraud against Us, Your coverage ends automatically, as of the date fraud is committed or as of the date otherwise determined by Us. We will send written notice of cancellation to You at least 5 days prior to the Termination of Your Policy.

We may notify all state and federal law enforcement agencies of any suspected fraud.

We reserve the right to recover any payments made by Us that were made to You and/or any party on your behalf, based on fraudulent or misrepresented information.

**REINSTATEMENT**

If coverage ends for failure to pay premium, You may apply for reinstatement by submitting an enrollment form and the required premium. Such enrollment form must be submitted within 90 days from the date coverage ended. If We approve the enrollment form, this Certificate will be reinstated on the date of approval of such enrollment form. If We do not notify You that We have approved or disapproved the reinstatement enrollment form, this Certificate will be reinstated on the 45th day after We receive Your completed reinstatement enrollment form and the required premium has been paid to Us.

The reinstated Certificate will cover only a Disability resulting from a covered Accident or covered Sickness that occurs after the date the Certificate is reinstated.

In all other respects, the rights of all parties will remain the same, subject to any provisions noted on or attached to the reinstated Certificate. The statements in Your enrollment form for the reinstated Certificate will be measured from the date of reinstatement with respect to the time periods stated in Time Limit on Certain Defenses provision.

**MISSTATEMENT OF AGE**

If Your age has not been stated correctly, an adjustment in premium, coverage, or both, will be made. The adjustment will correct the coverage to what the premium paid would have bought at Your true age. This change will be based on our rates in effect on the Certificate Effective Date.

**BENEFICIARY**

The Beneficiary for benefits payable upon the Insured's death will be the Beneficiary named in the Certificate enrollment form, unless You have changed the Beneficiary designation. Unless specifically designated as irrevocable, You may change the Beneficiary designation while the Insured is living by written notice satisfactory to Us. An irrevocable Beneficiary designation may only be changed with the consent of such irrevocable Beneficiary. Unless You specify otherwise, the Beneficiary change will take effect as of the date the written notice was signed by You, subject to any payment or other action taken by Us prior to receipt of such notice. The consent of any Beneficiary, other than an irrevocable Beneficiary, is not required to surrender or assign this Certificate, or to make any other changes in this Certificate.

If any Beneficiary dies before the Insured, that Beneficiary's interest will pass to any other designated Beneficiaries according to their respective interests. If more than one Beneficiary is designated in a class, each Beneficiary who survives the Insured will receive an equal portion of any benefits payable unless otherwise set forth in the Beneficiary designation.

**ASSIGNMENT**

You can assign any rights You have under this Certificate, however, if You have designated an irrevocable Beneficiary, the consent of such Beneficiary is required to assign any rights. No assignment is binding on Us until We receive a copy of it. Each assignment will be subject to any payments made or action taken by Us before We received such assignment. We are not responsible for the validity of any assignment.

**PHYSICAL EXAMINATION AND AUTOPSY**

We have the right at Our own expense to have You examined when and as often as it may reasonably require during the pendency of a claim and do an autopsy in case of death where it is not forbidden by law.

**CONFORMITY WITH STATE STATUTES**

Any provision of this Certificate which, on its Effective Date, is in conflict with the laws of the state in which You reside on that date is amended to conform to the minimum requirements of such laws.

**NOTICE**

If there are any questions about this Certificate or if anyone seeks to replace this Certificate, please contact a Combined Insurance Company of America agent or the Home Office of the Company. All inquiries should be in writing, stating the Certificate Number.

# COMBINED INSURANCE COMPANY OF AMERICA

111 East Wacker Drive • Suite 700  
Chicago, Illinois 60601

## SUMMARY OF GENERAL PURPOSES, COVERAGE LIMITATIONS AND CONSUMER PROTECTION

### General Purposes

Residents of the District of Columbia should know that licensed insurers who sell health insurance, life insurance, and annuities in the District of Columbia are members of the District of Columbia Life and Health Insurance Guaranty Association (“Guaranty Association”).

The purpose of the Guaranty Association is to provide statutorily-determined benefits associated with covered policies and contracts in the unlikely event that a member insurer is unable to meet its financial obligations and is found by a court of law to be insolvent. When a member insurer is found by a court to be insolvent, the Guaranty Association will assess the other member insurers to satisfy the benefits associated with any outstanding covered claims of persons residing in the District of Columbia. However, the protection provided through the Guaranty Association is subjected to certain statutory limits explained under “Coverage Limitations” section, below. In some cases, the Guaranty Association may facilitate the reassignment of policies or contracts to other licensed insurance companies to keep the coverage in-force, with no change in contractual rights or benefits.

### Coverage

The Guaranty Association, established pursuant to the Life and Health Guaranty Association Act of 1992 (“Act”), effective July 22, 1992 (D.C. Law 9-129; D.C. Official Code § 31-5401 *et seq.*), provides insolvency protection for certain types of insurance policies and contracts.

The insolvency protections provided by the Guaranty Association is generally conditioned on a person being 1) a resident of the District of Columbia and 2) the individual insured or owner under a health insurance, life insurance, or annuity contract issued by a member insurer, or insured under a group policy insurance contract issued by a member insurer. Beneficiaries, payees, or assignees of District insureds are also covered under the Act, even if they reside in another state.

### Coverage Limitations

The Act also limits the amount the Guaranty Association is obligated to pay. The benefits for which the Guaranty Association may become liable shall be limited to the lesser of:

- The contractual obligations for which the insurer is liable or for which the insurer would have been liable if it were not an impaired or insolvent insurer; or
- With respect to any one life, regardless of the number of policies, contracts, or certificates:
  - \$300,000 in life insurance death benefits for any one life; including net cash surrender or net cash withdrawal values;

- \$300,000 in the present value of annuity benefits, including net cash surrender or net cash withdrawal values;
- \$300,000 in the present value of structured settlement annuity benefits, including net cash surrender or net cash withdrawal values;
- \$300,000 for long-term care insurance benefits;
- \$300,000 for disability insurance benefits;
- \$500,000 for basic hospital, medical, and surgical insurance, or major medical insurance benefits;
- \$100,000 for coverage not defined as disability insurance or basic hospital, medical and surgical insurance or major medical insurance or long term care insurance including any net cash surrender and net cash withdrawal values.

In no event is the Guaranty Association liable for more than \$300,000 in benefits with respect to any one life (\$500,000 in the event of basic hospital, medical and surgical insurance or major medical insurance).

Additionally, the Guaranty Association is not obligated to cover more than \$5,000,000 for multiple non-group policies of life insurance with one owner of regardless of the number of policies owned.

### **Exclusions Examples**

Policy or contract holders are not protected by the Guaranty Association if:

- They are eligible for protection under the laws of another state (this may occur when the insolvent insurer was domiciled in a state whose guaranty association law protects insureds that live outside of that state);
- Their insurer was not authorized to do business in the District of Columbia; or
- Their policy was issued by a charitable organization, a fraternal benefit society, a mandatory state pooling plan, a mutual assessment company, an insurance exchange, a non-profit hospital or medical service organization, a health maintenance organization, or a risk retention group.

The Guaranty Association also does not cover:

- Any policy or portion of a policy which is not guaranteed by the insurer or for which the individual has assumed the risk;
- Any policy of reinsurance (unless an assumption certificate was issued);
- Any plan or program of an employer or association that provides life, health, or annuity benefits to its employees or members and is self-funded;
- Interest rate guarantees which exceed certain statutory limitations;
- Dividends, experience rating credits or fees for services in connection with a policy;
- Credits given in connection with the administration of a policy by a group contract holder; or
- Unallocated annuity contracts.

## **Consumer Protection**

To learn more about the above referenced protections, please visit the Guaranty Association's website at [www.dclifcga.org](http://www.dclifcga.org). Additional questions may be directed to the District of Columbia Department of Insurance, Securities and Banking (DISB) and they will respond to questions not specifically addressed in this disclosure document.

Policy or contract holders with additional questions may contact either:

**District of Columbia  
Department of Insurance, Securities  
and Banking  
1050 First Street, N.E., Suite 801  
Washington, DC 20002  
(202) 727-8000**

**District of Columbia  
Life and Health Guaranty  
Association  
1200 G Street, N.W.  
Washington, DC 20005  
(202) 434-8771**

Pursuant to the Act (D.C. Official Code § 31-5416), insurers are required to provide notice to policy and contract holders of the existence of the Guaranty Association and the amounts of coverage provided under the Act. Your insurer and agent are prohibited by law from using the existence of the Guaranty Association and the protection it provides to market insurance products. You should not rely on the insolvency protection provided under the Act when selecting an insurer or insurance product. If you have obtained this document from an agent in connection with the purchase of a policy or contract, you should be aware that such delivery does not guarantee that the Guaranty Association would cover your policy or contract. Any determination of whether a policy or contract will be covered will be determined solely by the coverage provisions of the Act.

This disclosure is intended to summarize the general purpose of the Act and does not address all the provisions of the Act. Moreover, the disclosure is not intended and should not be relied upon to alter any rights established in any policy or contract or under the Act.





## FACTS

### WHAT DOES COMBINED INSURANCE COMPANY OF AMERICA DO WITH YOUR PERSONAL INFORMATION?

#### Why?

Insurance companies choose how they share your personal information. Federal and state law gives consumers the right to limit some but not all sharing. Federal and state law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

#### What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and payment history
- insurance claim history and medical information
- account transactions and credit scores

When you are no longer our customer, we continue to share information about you as described in this notice.

#### How?

All insurance companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons insurance companies can share their customers' personal information; the reasons Combined chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Combined share?	Can you limit this sharing?
<b>For our everyday business purposes —</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes —</b> to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies —</b>	Yes	No
<b>For our affiliates' everyday business purposes —</b> information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes —</b> information about your creditworthiness	No	We don't share
<b>For our affiliates to market to you</b>	Yes	Yes
<b>For nonaffiliates to market to you</b>	Yes	Yes

#### To limit our sharing

Call 1-800-544-9382 — our menu will prompt you through your choices

##### Please note:

If you are a *new* customer, we can begin sharing your information 30 days from the date we sent this notice. When you are *no longer* our customer, we continue to share your information as described in this notice.

However, you can contact us at any time to limit our sharing.

#### Questions?

Call 1-800-544-9382 or go to [www.combinedinsurance.com](http://www.combinedinsurance.com)

## What we do

<b>How does Combined protect my personal information?</b>	<p>To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.</p> <p>We restrict access to personal information to our employees, affiliates' employees, or others who need to know that information to service the account or to conduct our normal business operations.</p>
<b>How does Combined collect my personal information?</b>	<p>We collect your personal information, for example, when you:</p> <ul style="list-style-type: none"> <li>• apply for insurance or pay insurance premiums</li> <li>• file an insurance claim or provide account information</li> <li>• give us your contact information</li> </ul> <p>We also collect your personal information from others, such as credit bureaus, affiliates or other companies.</p>
<b>Why can't I limit all sharing?</b>	<p>Federal law gives you the right to limit only:</p> <ul style="list-style-type: none"> <li>• sharing for affiliates' everyday business purposes—information about your creditworthiness</li> <li>• affiliates from using your information to market to you</li> <li>• sharing for nonaffiliates to market to you</li> </ul> <p>State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.</p>
<b>What happens when I limit sharing for an account I hold jointly with someone else?</b>	<p>Your choices will apply to everyone on your policy.</p>

## Definitions

<b>Affiliates</b>	<p>Companies related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>• <i>Our affiliates include the Combined Life Insurance Company of New York, and other financial companies.</i></li> </ul>
<b>Nonaffiliates</b>	<p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>• <i>Nonaffiliates we share with can include insurance companies and direct marketing companies.</i></li> </ul>
<b>Joint marketing</b>	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> <li>• <i>Our joint marketing partners include categories of companies such as insurance companies.</i></li> </ul>

## Other important information

**For Insurance Customers in AZ, CA, CT, GA, IL, ME, MA, MN, MT, NV, NJ, NC, OH, OR, and VA only:** Under state law, you have the right to see the personal information about you that we have on file. To see your information, write Combined Insurance, Attention: Privacy Officer, PO Box 1160, Glenview, IL 60025-8160. Combined may charge a reasonable fee to cover the costs of providing this information. If you think any of the information is wrong, you may write us. We will let you know what actions we take. If you do not agree with our actions, you may send us a statement. If you want a full description of privacy rights that we will protect in accordance with the law in your home state, please contact us and we will provide it. We may disclose information to certain third parties, such as law enforcement officers, without your permission.

**For California Residents Only:** Your state law requires financial institutions to obtain your consent prior to sharing information about you with non-affiliated third parties while you are resident of California.

**For Nevada Residents Only:** We may contact our existing customers by telephone to offer additional insurance products that we believe may be of interest to you. Under state law, you have the right to opt out of these calls by adding your name to our internal do-not-call list. To opt out of these calls, or for more information about your opt out rights, please contact our customer service department. You can reach us by **calling 1-800-544-9382**, emailing us at [combinedinsurance.com](mailto:combinedinsurance.com), or writing to Combined Insurance, Attention: Privacy Officer, PO Box 1160, Glenview, IL 60025-8160. You are being provided this notice under Nevada state law. In addition to contacting Combined, Nevada residents can contact the Nevada Attorney General for more information about your opt out rights by calling 775-684-1100, emailing [bcpinfo@ag.state.nv.us](mailto:bcpinfo@ag.state.nv.us), or by writing to: Office of the Attorney General, Nevada Department of Justice, Bureau of Consumer Protection: 100 North Carson Street, Carson City, NV 89701.

**For Vermont Residents Only:** Under state law, we will not share information about your creditworthiness within our corporate family except with your authorization or consent, but we may share information about our transactions or experiences with you within our corporate family without your consent.