



Delivering Consistent Claimant Satisfaction for Medical Groups.



Throughout the year, The Hartford commissions independent research to determine our claimant satisfaction levels. For more than 11 years running, claimant satisfaction ratings have exceeded 90 percent.

Satisfaction with Overall Service Quality.



2014 DISABILITY CLAIMANT SATISFACTION RATINGS.¹

Total: 97%
STD: 100%
LTD: 97%

Top marks for The Hartford's claims service.¹

STD claimants give their service experience top marks in the following areas:

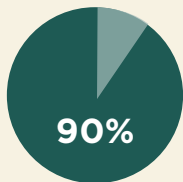
- ✓ Overall process.
- ✓ Fair treatment.
- ✓ Ease of submitting a claim.
- ✓ Communication of claim status.
- ✓ Efficiency of collecting information.
- ✓ Claim approval timeframe.
- ✓ Explanation of process.

LTD claimants give their service experience top marks in the following areas:

- Overall process.
- Efficiency of information collection.
- Explanation of process.
- Fair treatment.
- Timeliness of monthly payments.
- Clarity of requests for updated information.
- Being treated with respect and compassion.

Leadership and integrity you can depend on.

- Top 5 nationally in fully insured group disability sales.²
- Named among “World’s Most Ethical Companies” for the 6th year.³
- One of seven founding members of the Institute for Health and Productivity Management.
- Executive Advisory Board Member of the Disability Management Employer Commission.



Averaging more than 90% overall satisfaction for 11 straight years.

Want more information? Just ask us.

As a leader in the industry, The Hartford’s experience and benefits solutions help meet the needs of medical groups and their employees. We have been continuously committed to the medical group market with specialized group life and disability products since 1992. Contact us today, and let’s get started. It’s how smart benefit decisions begin.

Contact your professional benefits consultant or your local Hartford representative. Visit our website at THEHARTFORD.COM/MEDICALGROUPBENEFITS. Email us at MEDICALGROUPBENEFITS@THEHARTFORD.COM.

Prepare. Protect. Prevail. With The Hartford.®

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¹ Full-year 2009 - 2014 Disability Claimant Satisfaction Survey, GfK Custom Research North America.

² LIMRA, 2014.

³ Ethisphere Magazine, recognized for best practices from global governance to business ethics by the Ethisphere Institute, 2008 through 2012, 2014.

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