

Effective February 1, 2012 Security Life's Schnectady, NY office will be closing. This decision was made after much consideration and careful analysis. It will assist in creating a more consistent customer experience, eliminating costs and in general creating cohesive operations among the company. All administrative functions will be managed and performed in our Lancaster, PA office. See below for frequently asked questions for agents, employer groups and policyholders.

FAQs

- 1. What does this mean for my business with Security Life?**
There will be no change to our business relationship or how we do business. This closing will not affect any day-to-day activities and our high service levels will remain the same.
- 2. What is the new address for Claims?**
Security Life, P.O. Box 10188, Lancaster, PA 17601
- 3. What is the new address for Policy Administration?**
Security Life, P.O. Box 10095, Lancaster, PA 17605
- 4. For agents, who will process commission checks?**
Our Lancaster, PA office will be processing all commission checks. If you have any questions, please contact us at 800.328.4667 and select option 8.
- 5. How do I request new ID card/certificates?**
Please call us at 800.328.4667 and select option 4.
- 6. How do I determine if my payment has been posted?**
Please call 800.328.4667 and select option 4.
- 7. How do I request an address or bank change?**
Please call 800.328.4667 and select option 4.
- 8. How do I check my application status?**
Please call 800.328.4667 and select option 4.
- 9. How do I add a family member to my policy?**
Please call 800.328.4667 and select option 4.
- 10. Where do I call for benefit information (from a DDS)?**
Please call us at 800.328.4667 and select option 2.

Our commitment to being the easiest insurance company to do business with remains the same during this transition and going forward. If you have any questions or concerns please contact the following staff:

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