

ELECTRONIC PAYMENT INFORMATION

If you want to choose an electronic payment preference in the event your claim is approved, please read this document carefully. You do not register for Direct Deposit through our website. If you want this option instead of a paper check, your cell phone AND your personal email is required and must be provided on your claim form. SSL claim forms downloadable from our website ask for this contact information. When you submit your claim to our office including your cell phone and personal email, your contact information is relayed to our banking partner. They will contact you within 24-48 hours to enroll in Direct Deposit. If your claim is approved, you will be all set to receive any benefits electronically. If your claim is approved and you do not register with our banking partner, your payment will default to a paper check. If you have not provided your contact information to us, the bank will not be able to send you a link.

If you choose Direct Deposit, you must be registered for your My SSL Claim Portal on our website in order to receive all claim documents and messages. Each benefit payment received by Direct Deposit will have a corresponding electronic payment copy in your claim portal. These indicate all payment details and claim messages. **Please note: The date indicated on your electronic payment copy in your portal is the day your payment starts to process with the bank. You must allow 1-3 business days to receive the payment in your bank account.**

When your claim is entered into our system, you will receive confirmation of receipt via email if your email was provided. This email will refer you to our website to register for the Standard Security Life Insurance Company (SSLIC) **My SSL Claim Portal**. When you register, the first document you will see in your **My SSL Claim Portal** provides you with your Claim Number and Customer ID. **You will need your Customer ID number to register your electronic payment preference.**

If you have an open claim and want to register for Direct Deposit, complete this [Enrollment Request Form](#) and submit to our office so we can add you to the enrollment invitation file we send to our banking partner. You will receive an invite by text and email within 24-48 hours of the bank receiving your contact information.

When you receive a text and email from our banking partner, here is how you will enroll either from your phone or your computer. You will receive a text that looks like this:

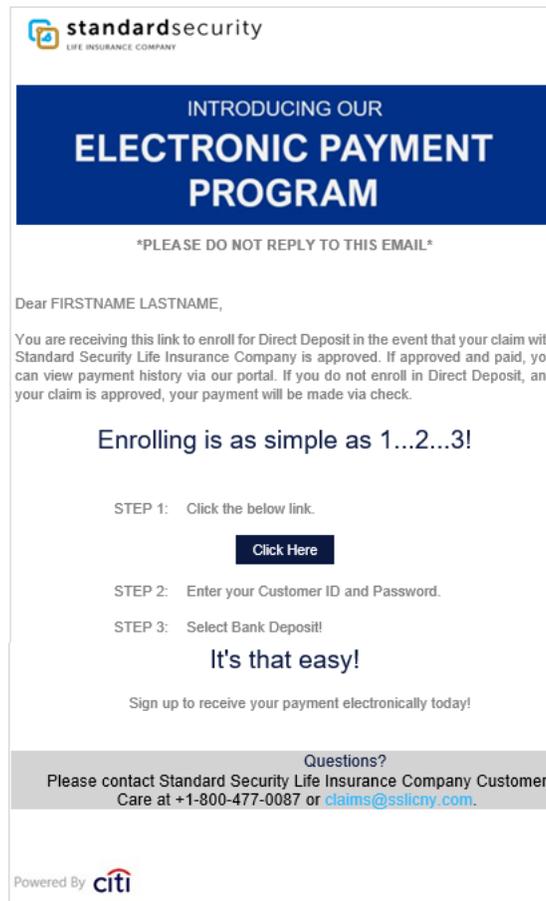
Citibank

transactionsservices.citi.com



You are receiving this link to enroll for Direct Deposit and view your payment history in the event that your claim with Standard Security Life Insurance Company is approved. If you do not enroll in Direct Deposit, you will receive a paper check. Please use the following link to complete the enrollment process: <https://b2cportal.paymentexchange.cte.transactionsservices.citi.com/SSLIC/consumerverification/33caa48c-1e5c-4f70-980d-6de5b65afc5e>. Please call [+1-800-477-0087](tel:+1-800-477-0087) if you have any questions regarding your claim.

And an email that looks like this from Standard Security Life Insurance Company Claims Department:



To register your electronic payment preference with our banking partner, follow the link sent to you via text or email.

To confirm your Payee Verification, follow these steps:

- Enter the Customer ID **provided to you in your Welcome letter in your My SSL Claim Portal.**
- Enter the email address you provided on your claim form.
- Choose Verify

Join Standard Security Life Insurance Company Payment Exchange in 3 easy steps



The form is titled "Payee Verification". Below the title is a sub-header: "Please help us in verifying your identity by completing the below with your details." There are two input fields: "Customer ID Number *" and "Email Address *". To the right of the "Email Address *" field is a small circular icon with an "i" inside. At the bottom center of the form is a dark blue button with the text "VERIFY" in white.

You will then see a new screen that shows in green confirming you have been verified and the registration screen.

Join **Standard Security Life Insurance Company** Payment Exchange in 3 easy steps

User Registration

Completing registration gives you access to view and manage your profile.

Create Username *

Create Password * Confirm Password *

Select Security Question *

Security Answer *

REGISTER

Here is the detail of how to register:

ACTION

Create a Username

REQUIREMENTS

Must contain 8-50 characters long.
Letters (A-Z, a-z) and numbers (0-9) are allowed.
Special characters @ _ (underscore) * are allowed.

Create Password

Must contain a minimum of 8 characters
Include at least one lowercase letter (a-z)
Include at least one uppercase letter (A-Z)
Include at least one number (0-9)
Include at least one special character

Confirm your password by entering it again. They must match to proceed.

Select Security Question

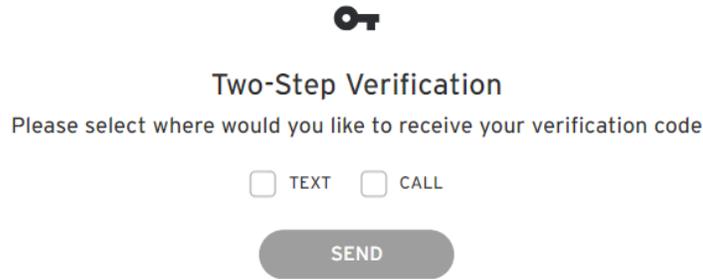
Select a security question from the drop-down list.

Security Answer

Enter the answer to your security question.

Choose Register

You will see a Two-Step Verification screen asking how you would like to receive your verification code.



The image shows a mobile app screen for Two-Step Verification. At the top center is a key icon. Below it, the title "Two-Step Verification" is displayed. Underneath the title is the instruction "Please select where would you like to receive your verification code". There are two radio button options: "TEXT" and "CALL". Below these options is a grey rounded rectangular button labeled "SEND".

ACTION

Select where you want to receive the code

DIRECTION

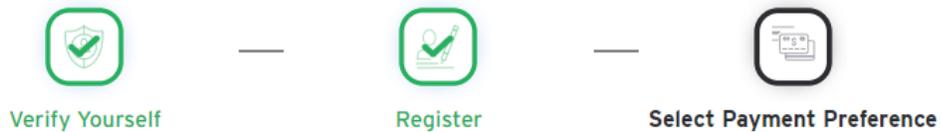
Choose Text or Call

Choose SEND

You will receive the OTP (One Time Passcode) by text or home phone. Once you have this code, enter it in the screen you see after choosing the SEND button. The OTP (One Time Passcode) relayed to you is valid for 10 minutes. Once you enter the OTP correctly, you will see confirmation you are registered. Choose CONTINUE

You will then enter your banking information to complete the process.

Join Standard Security Life Insurance Company Payment Exchange in 3 easy steps



Share your payment details

 Your Data Is Secure

1-3 Business Days

 **BANK DEPOSIT**

★ Most preferred

Utilizing your bank account and routing number.

Share your Bank Deposit Details

Account Number *		Confirm Account Number *	
Routing Number *			
Search Bank 			
Bank Name *			
Account Type * 			

CONTINUE

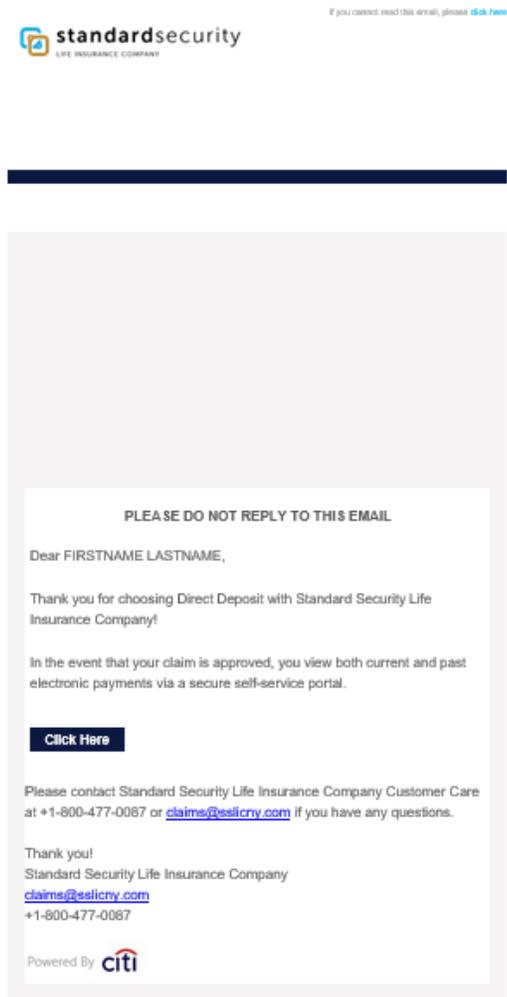
Thank You



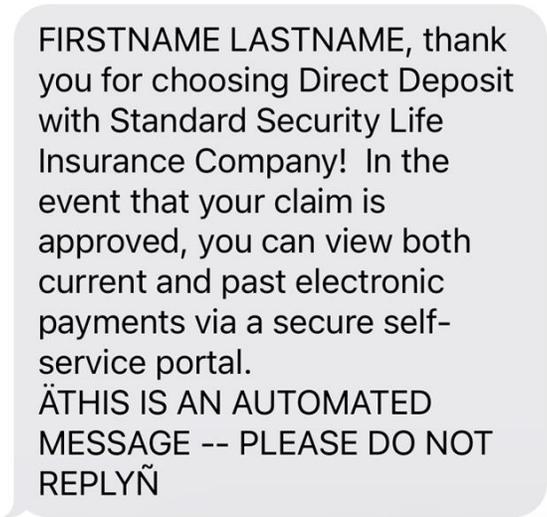
You have successfully enrolled in Standard Security Life Insurance Company Payment Exchange. An email and / or SMS confirmation has been sent to your contact information on file.

CONTINUE

Email confirmation:



Text Confirmation:



If your claim is approved, you will already be set up for Direct Deposit. It's that simple!