



### EXISTING BUSINESS

- Coverages will remain in-force if businesses are temporarily closed, with continuation of premium payment
- Grace periods have been extended to 60 days for all customers.
- Coverage can be extended to allow coverage for employees that are laid off until the end of April.
- Claims for COVID-19 will be evaluated the same as any other illness. As with all claims, one must satisfy the definition of disability and all other provisions outlined in the policy.
- Principal does not include exclusions in our policy specific to a pandemic or COVID-19.
- Principal and Magellan are extending telephonic EAP support during this COVID-19 crisis to all our customers. Employees may contact Magellan Healthcare 24/7 at 800-450-132.

### ADDITIONAL SERVICE RESOURCES

Group Benefits Administration & Customer Service – Billing, enrollment, eligibility, forms, etc.,

800-843-1371

Español: 800-243-1404

[GroupBenefitsAdmin@principal.com](mailto:GroupBenefitsAdmin@principal.com) (include group name and number in subject line)

Life/Disability/Critical Illness & Accident Claims

711 High Street

Des Moines, IA 50392-0002

Phone: 800-245-1522

Submit claims - [SBDclaims@principal.com](mailto:SBDclaims@principal.com)

General Questions: [SBDLDBClaimsQuestions@principal.com](mailto:SBDLDBClaimsQuestions@principal.com)

Voluntary Life Portability – 800-986-3343 (Option 3, ext. 97774)

### ADDITIONAL COVID-19 RESOURCES

Use the links below for FAQ's and the most updated information on the impact of the virus on Principal insurance products

<https://www.principal.com/insurance-coverage-and-covid-19>

<https://www.principal.com/landing-page/managing-uncertainty>