

CUSTOMER SERVICE

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	Description	Contact Information
Customer Service	General administration questions and inquiries	1-800-348-4512 contactus@dearbornnational.com
Dental	Customer Service for Group Administrators	1-800-348-4512 contactus@dearbornnational.com
Dental	Customer Service for Members	1-800-721-7987
Membership Processing	Additions, changes, terminations	1-800-348-4512 / Fax: 1-312-240-0143 contactus@dearbornnational.com
Billing	Adjustments, audits, billing inquiries	1-800-348-4512 contactus@dearbornnational.com
Life Claims	Inquiries, status of claim or payment (Life/AD&D/Waiver)	1-800-778-2281 / Fax: 1-312-540-4706 claims_customer_service@dearbornnational.com Dearborn National, Attn: Claims 1020 31st St., Downers Grove, IL 60515
LTD Claims	Inquiries, status of LTD claim or payment	1-877-348-0487 / Fax: 1-877-404-6457 Dearborn National, Attn: Claims P.O. Box 7071, Downers Grove, IL 60515
STD Claims	Inquiries, status of STD claim or payment	1-877-348-0487 / Fax: 1-877-404-6457 Dearborn National, Attn: Claims P.O. Box 7071, Downers Grove, IL 60515
Benefits Manager	Walkthroughs, technical support, password resets, request access to groups	1-800-348-4512 contactus@dearbornnational.com
Producers Corner	Password resets, technical support	1-800-348-4512 contactus@dearbornnational.com
Evidence of Insurability	Status and processing questions	1-800-451-0271 / Fax: 1-972-996-9371 Dearborn National, Attn: Medical Underwriting Dept. 1001 East Lookout Drive, Bldg. A, 5th Floor Richardson, TX 75082
Commissions	Producer contracting, commission inquiries, 5500 requests and broker of record changes	1-800-352-3935 / Fax: 1-312-540-3105 comm_services@dearbornnational.com
Mailing Address	Member eligibility, changes to bill and other correspondence inquiries Payments	Dearborn National 1020 31st Street, Downers Grove, IL 60515 Dearborn National 36788 Eagle Way, Chicago, IL 60678-1367
Internet Site	Forms download	www.dearbornnational.com