

ASSISTANCE IN AN INSTANT

For your Life, Accident, Disability
and Voluntary Benefits



At Cigna, we know that your business doesn't slow down for service inquiries. Therefore, the quicker you are able to reach us, the faster we can get you the answers or assistance that you need.

That's what our Instant Access program is all about

During normal business hours, when you have a service-related inquiry for your Life, Accident, Disability or Voluntary benefits you can:

- › Email your inquiry to CGIClientService@Cigna.com; or
- › Call 800.331.9548

Quick assistance

As soon as you make contact, your Instant Access client service representative will assist you with service-related inquiries for things like:

- › Claim status
- › Evidence of Insurability status
- › Form requests
- › Premium or policy questions
- › Contact information, and more

Together, all the way.®

FOR
INSTANT
ACCESS



EMAIL
CGIClientService@Cigna.com

CALL
800.331.9548
Monday–Friday
8:00 am–5:00 pm local time



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

Long-lasting benefits

Instant Access will help you get quicker resolution for your service-related inquiries, and get you faster delivery of important documents and policies.

Having representatives dedicated to this level of service will also give your Cigna account team more time to focus on effectively managing your plan.

You'll still be able to count on your Cigna account team for things like:

- › Plan implementation
- › Onboarding assistance
- › Plan amendments
- › Product and service additions
- › Plan renewals
- › Escalated service issues

Deciding when to use Instant Access and when to call on your Cigna account team is totally up to you.

If you contact Instant Access for a request your account team should handle, the client service representative will collect all the necessary information and work with your Cigna account team to get the inquiry resolved.

When it comes to helping our clients, we believe it's good to have options. And when it comes to service, we don't want to keep you waiting.



For more information about the Instant Access program, contact your Cigna representative or broker today.

