

Together We Prevail™



**THE  
HARTFORD**

Business Insurance  
Employee Benefits  
Auto  
Home

Employee Name  
Employee Address  
BROWNSVILLE, TX 78521

**Important information regarding your Aetna group claim**

Dear Employee

**As of November 1, 2017, The Hartford became the administrator and reinsurer for Aetna's group Life and Disability insurance coverage, including the policy issued to your employer.<sup>1</sup>**

Your employer's group life and disability coverage, currently provided by Aetna, will soon be transitioned to The Hartford. After the transition date, coverage will be provided by The Hartford, and we will continue to administer Aetna coverage that was previously in place, including your claim.

Nothing about your current claim is changing, and there's nothing you need to do right now. But here's what you need to know:

- Your current claim will transition to The Hartford's administrative systems within the next 15 days
- Your claim number and online portal login information will stay the same
- Your benefits won't be interrupted as long as you're still eligible under the terms of your policy
- All future correspondence about your claim will be branded with The Hartford's logo
- Submit documentation: fax: 1 (833) 357-5153 or email [GBInformationUpload@thehartford.com](mailto:GBInformationUpload@thehartford.com)

**We're here to help**

If you have questions about the transition or your claim, give us a call. Your new contact number and website for all claims-related questions is (888) 301-5615 and <https://abilityadvantage.thehartford.com>. We're here to help you.

Sincerely,

John J. Kinney  
EVP, Chief Claims Officer  
The Hartford

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<sup>1</sup> On November 1, 2017 Hartford also took over the administration of Aetna's Leave Management and group disability claim services for self-insured clients. If you also have a claim under one of these non-insurance programs, we expect your transition to The Hartford for these programs will also be seamless.