



Draw on our experience.

Obtaining Evidence of Insurability (EOI) Application Status

Policyholders have Three Options:

1. Access EOI status reports at www.reliancestandard.com via the *Online Reports* link in your RSL Toolbox
 - Access to the website and reports will require a User ID and Password; please contact your account management team to request this information
2. Contact our Customer Care Center by dialing 1-800-351-7500 and utilizing the Interactive Voice Response program or speaking directly to a friendly Customer Care representative
 - Live representatives are available to take your call Monday-Friday from 8am – 7pm EST
3. Refer to your billing statement under Evidence of Insurability Activity
 - EOI activity is shown on all paper and online bills

Applicants have Two Options:

1. Access your EOI status by visiting our website at www.reliancestandard.com
 - On the home page, click the *Customer Care* link in the upper right corner. Once the Customer Care page loads, click *Self Service Tools* and select *Medical Underwriting*
2. Contact our Customer Care Center by dialing 1-800-351-7500 and utilizing the Interactive Voice Response program or speaking directly to a friendly Customer Care representative
 - Live representatives are available to take your call Monday-Friday from 8am – 7pm EST
 - Your call may be transferred directly to Medical Underwriting if additional details regarding your application are required