

How to administer your program



Q | What happens to the coverage when an employee leaves the company?

Individual Disability Income (DI) insurance is portable. That means the coverage goes with the employee. Your employee will receive communication from us explaining how he or she can continue coverage (and the discount) by paying for the policy.

Q | When can I add employees to the insurance — either new hires or employees who become eligible after a promotion?

It depends on what works best for your company. You can request enrollment materials on a monthly, semi-annual or annual basis. There is a 60-day window to apply for coverage; work with your Principal administrator to determine timing and expectations.

Q | I have employees who want to buy the disability insurance, but didn't sign up initially. Can they still get coverage?

Yes, they can, but they may need to go through full underwriting. That means they could possibly be rated (have an increased cost), have a medical condition excluded or be declined. For more details, talk to your financial professional.

Q | How do you bill and collect the first premium payment for newly hired employees?

Principal will bill you for the newly hired employee's policy on your next invoice (once the policy is issued).

Q | How do I tell you about changes?

It's easy. Mark changes directly on your individual DI invoice and email it to your Principal billing administrator— found on your invoice. If you have an employee retire or terminate, if you no longer take payroll deductions for an employee or have a correction, you can notify us in the “remove the following contracts” section on the premium invoice.

Q | What do I do if I don't agree with an employee's premium amount on the invoice bill?

Principal wants to make sure it's right! Call the billing administrator listed on your invoice.

Q | How do I know which billing period I'm paying for?

You pay in advance. That means, if the due date is 10/1, you're paying the October premium.

Q | Who receives refunds?

That depends on who's paying the premium.

- If the employee pays, the refund is sent directly to him or her.
- If your company pays, refunds are credited on your next bill, unless you request otherwise.

Your Principal contacts

Billing administrator

Phone: 800-247-9988, ext. 49920,
Monday through Friday, 7 a.m. – 5 p.m.
Central Time (voicemail after 5 p.m. CT)

Overnight mail:

Principal Financial Group
Attn: IDPC, A-001-N20
711 High Street
Des Moines, IA 50392-1520

Non-overnight mail:

Principal Financial Group
P.O. Box 14455
Des Moines, IA 50306-3455

Plan administrator

Phone: 800-247-9988, ext. 59998,
Monday through Friday, 7 a.m. – 5 p.m.
Central Time (voicemail after 5 p.m. CT)

Claims

Phone: 800-422-3788,
Monday through Friday, 7 a.m. – 5 p.m.
Central Time (voicemail after 5 p.m. CT)



[principal.com](https://www.principal.com)

Disability insurance from Principal® is issued by Principal Life Insurance Company, Des Moines, Iowa 50392-0002.

This is an overview of the benefits of disability insurance, but there are limitations and exclusions. For costs and coverage details, contact your Principal representative.

Not FDIC or NCUA insured

**May lose value • Not a deposit • No bank or credit union guarantee
Not insured by any Federal government agency**

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