

## Section B: Questionnaire

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Include responses to each question in proposal. (reference Proposal Format, Section B – Questionnaire, page 21 of the solicitation for additional information)

Please address each question in your proposal by first restating the question and then providing your response. Although providing the requested services is not mandatory, doing so could enhance your competitive position. If you are unable to fulfill any of the requests, please explain why and, if possible, propose an alternative solution. Additionally, if any questions require further clarification, you may include any necessary explanations.

1. What is the proposer's current AM Best rating?
2. Confirm that Supplemental Life Rates have been matched exactly to the current rates in force.
3. After implementation, what is the average delivery time for printed materials, including benefit summaries and claims forms?
4. Is a claims manager assigned on a case-by-case basis or is one claims manager specifically assigned to the group?
5. What methods for claims initiation are available?
6. For Life and LTD, please confirm ability to provide claims reporting on a monthly or quarterly basis, or upon request of the City or its Agent of Record at no additional cost to the City.
7. Confirm that proposer will provide renewal notification at least 180 days prior to the renewal date.
8. Confirm that proposer will waive the actively at work provision for employees on the current plan.
9. Confirm that, in the event of plan termination, proposer will provide run-out claims reports for up to twelve-months following the termination date. State cost, if any.
10. What is the name, title, and contact information of the individual who would have direct daily account responsibility for this program?